

LETHBRIDGE SCHOOL DISTRICT NO. 51

Approved: January 27, 2009
 Amended: June 14, 2014
 Amended: April 28, 2015
 Amended: September 8, 2015

1003.1 Channels of Communication and Disputes Resolution

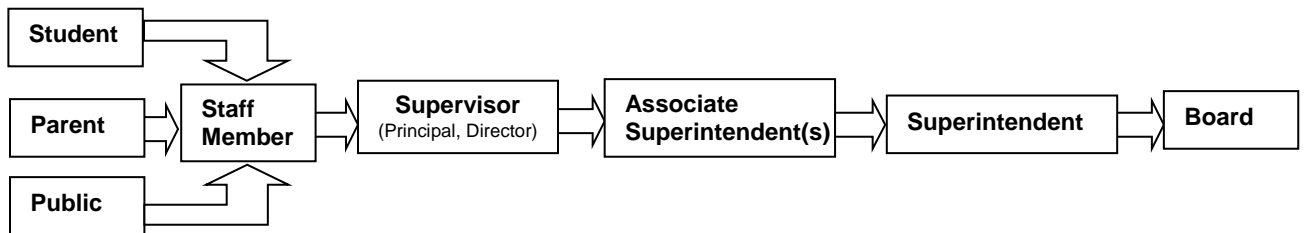
Policy

The Board shall engage in open communication with District stakeholders as it is fundamental to the education of students and the successful operation of the District.

Regulations

1. All official Board communications, policies, and directives of interest to staff shall be communicated to staff members through the office of the Superintendent.
2. All formal communications or reports to the Board from District staff members shall be submitted through the Superintendent.
3. The Chair of the Board or designate shall be the official spokesperson of the Board.
4. The Board and/or Superintendent shall communicate with School Councils through School Council chairs and/or through District School Council representatives.
5. Each school shall have a trustee assigned as a Board Liaison.
6. Each school shall have a member of Executive Council assigned as a District Liaison.
7. The Liaisons can be invited to School Council meetings, staff meetings and other special events, and may attend as available.
8. Schools will establish procedures to ensure Liaisons are informed about activities and events in their assigned schools.
9. Significant school events should be reported to the office of the Superintendent and Communications Officer.
10. Staff members requesting information from the Board shall normally do so through the principal and/or Superintendent.
11. Trustees and stakeholders shall respect the following channels of communication:

Policy



- 11.1 Parent and public inquiries should first be directed to the Board employee(s) most directly involved in the operations in question. If the parents/guardians or members of the public are not satisfied with the response at that level they shall be encouraged to follow the lines of authority through the direct supervisor and, if required, to the Superintendent and then to the Board.
- 11.2 Trustees or administrators receiving complaints from stakeholders shall respect the appropriate lines of communication to the greatest extent possible. When dealing with complaints, the following process shall be followed:
 - 11.2.1 Encourage the complainant to first discuss the complaint directly with the person against whom the complaint is made;
 - 11.2.2 Inform the complainant of the appropriate channels of communication if the matter remains unresolved;
 - 11.2.3 If the matter remains unresolved, the next contact shall be with the respondent's Principal or other supervisor and then, if necessary, Associate Superintendents or Superintendent, depending on the nature of the issue;
 - 11.2.4 Failing resolution by the Superintendent, the complainant shall be advised of the District policy, 505.9 Appeals;
 - 11.2.5 Failing resolution at the Board level, the complainant shall be informed of his/her rights to appeal Board decisions under the School Act;
 - 11.2.6 The complainant shall be informed of the resolution.
- 11.3 For media requests, refer to Policy 1001.3 – Media Relations
- 12. Information about appropriate channels of communication shall be included in Parent and Student Handbooks.

The Board delegates to the Superintendent the authority to develop the procedures necessary to implement this policy.

References

Alberta Education Act:	33(1)(m)
District Policies:	202.2 Chair of the Board, 202.3 Individual Trustees, 203.1 Policy Development, 402.8.1 Harassment and Discrimination of Employees, , 505.9 Appeals, 608.6 Parent and Student Handbook, 805.6 Access to Information, 805.7 Preservation & Disposal of Records, 1001.3 Media Relations, 1002.4 School Councils
Other:	Freedom of Information and Privacy Act (FOIP)