



505.2AP Dispute Resolution

APPROVED: 2021.05.19
AMENDED: 2021.05.12
REVIEWED: 2021.05.12

LEGAL REFERENCE

- Education Act 42 (1), 43 (1-4), 44 (1)

CROSS REFERENCE

- [505 BP Complaints about Jurisdiction Personnel](#)
 - [202.3 AP Appeals Concerning Student Matters Admin Procedures](#)
 - [505.1 AP Complaints about Jurisdiction Personnel](#)
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BACKGROUND:

Effective communication is the heart of public education. The Division develops and maintains effective communication between itself, the schools, the parents/guardians, and the community. Maintaining the high quality education provided in the Division requires healthy partnerships between home, school, and community; partnerships that are founded on trust, credibility, shared vision, and responsibility for input and constructive feedback.

Inquiries, concerns, or complaints raised by members of the school community shall be dealt with in a responsive, courteous, helpful, and problem-solving manner. Division staff shall respond to issues, concerns or complaints raised by members of the school community and public promptly and professionally with the goal of resolving the issues. This procedure describes the communication process to be followed when an issue arises.

LEVELS OF REVIEW:

Student-Related Issues (Programming & Behaviour)		System-Related Issues (Procedures & Practices)		Employee/Contractor Related Issues (follows the line of authority)	
School	Bus	School	Bus	School	Bus
Teacher	Bus Driver	Principal	Director of Transportation	Employee	Bus Driver
	Director of Transportation				Bus Contractor
Principal				Principal	Director of Transportation
Formal Review					
Assistant Superintendent of Learning Services		Assistant Superintendent of Learning Services	Secretary Treasurer	Deputy Superintendent of Human Resources	
Superintendent		Superintendent	Superintendent	Superintendent	
Board		Board	Board	Board	

PROCEDURES:

1. When there are concerns or complaints with a situation in the Division, the Level of Review table above outlines the appropriate sequence of communication and the following process shall apply:
 - 1.1 The concerns or complaints shall first be directed to the person(s) most directly involved or are about (the object of the issue) or the person who has direct responsibility for the situation giving rise to the issue.
 - 1.2 If the matter is not resolved, it is to be referred to the immediate supervisor of the person(s) object of or directly responsible for the situation giving rise to

the issue (as outlined in the chart above). It is expected that most issues will be successfully resolved at this level.

1.3 If the matter is not resolved at the school or Division department level, the inquiry may be registered (preferably in writing) by a formal review with the Assistant Superintendent of Learning Services, Secretary-Treasurer or Deputy Superintendent of Human Resources who is directly responsible for the area. The matter will be reviewed and will consult fully with all affected parties in reaching a decision. This decision will be conveyed to both the school and the inquirer.

1.4 If the inquirer is not satisfied, he/she may appeal to the Superintendent in writing outlining the facts of the matter for final administrative decision.

1.5 If the inquirer is not satisfied, he/she may appeal to the Board in writing outlining the facts of the matter, and the previous attempts at resolution as per Board Policy 505BP.

1.6 Parents/Guardians shall be advised of their right to review by the Minister of Education, where appropriate (as outlined by the Education Act).

2. In agreement with Alberta Education, this appeal process shall not be waived, short circuited or circumvented unless clear evidence can be shown by the inquirer that it is in the interests of all parties to do so. Under such circumstances, the Board reserves unto itself its legal right to inquire into any matter after due process is followed at any time.
3. Division staff shall have the full legal and moral support of the Division when following the appropriate communication protocol process.
4. Persons exhibiting abusive or harassing behavior towards Division staff or students will be subject to the full weight of those actions provided for under the law.