

## CONCERNS AND COMPLAINTS - PARENTS

### Background

HPSD recognizes the freedom of all members of the school community to voice concerns or complaints in an appropriate manner to the appropriate personnel. HPSP is committed to initiating a conflict resolution process that is timely, fair, and in the best interests of students, the individual school and the school division as a whole. HPSP believes most concerns or complaints are best resolved as close to the source of the complaint as possible and must be made at an appropriate time, place and manner.

### Procedures

1. In making a formal inquiry, the person must be prepared to address his/her concerns in person or in writing to the person(s) involved.
2. The following principles shall act as guidelines for the resolution of parent-school conflicts in HPSP schools:
  - 2.1. Concerns or complaints shall not be made:
    - 2.1.1. in the presence of students;
    - 2.1.2. at school council meetings;
    - 2.1.3. during instructional time; or
    - 2.1.4. in the presence of an employee's co-workers.
  - 2.2. Concerns and complaints shall be handled in a confidential manner in accordance with the *Freedom of Information and Protection of Privacy Act*.
  - 2.3. Concerns and complaints should be handled with respect and in a courteous manner according to the following:
    - 2.3.1. A school trustee, upon receiving an inquiry, shall refer the parent or public member back to the school or department and will inform the Superintendent of the complaint.
    - 2.3.2. Parents must address concerns directly to teachers, when their concerns are about the teacher, program, and/or program support.
    - 2.3.3. If a resolution is not reached, the parent may direct the concern to the Principal.
      - 2.3.3.1. The Principal and appropriate staff members shall work with the individual to find a resolution.
      - 2.3.3.2. If, in the view of the complainant, the ruling of the school Principal is unacceptable, the individual may address his/her concern(s) to the Superintendent.
    - 2.3.4. Upon receiving the inquiry, the Superintendent will ascertain if all avenues for resolutions have been considered and will meet with the individual and school-based administration or department Supervisor in an attempt to resolve the issue.
    - 2.3.5. While concerns or complaints will be treated as confidentially as possible, such information as is necessary to investigate and resolve the concern or complaint will be shared on a need-to-know basis with:
      - 2.3.5.1. persons named in the concern or complaint;
      - 2.3.5.2. those necessary to conduct the investigation;
      - 2.3.5.3. those who may provide such expertise or assistance as may be deemed necessary;
      - 2.3.5.4. those needing to know about the concern or complaint as part of their duties; or
      - 2.3.5.5. those responsible for processing the complaint and their professional advisors where deemed appropriate.
3. If resolution of the issues is not achieved at the Superintendent level, the individual shall be informed of the right to appeal to the Board, in accordance with Board Policy 12, if the matter significantly affects the education of a student.
4. If a parent of a student has a complaint relating to courses of study, educational programs, instructional materials, or instruction or exercises prescribed under the Education Act, the parent shall refer to Administrative Procedure 220 - Provision of Teaching and Learning Resources.

**References**

[Board Policy 12](#)

**Legal References**

*Education Act Sections 32, 41, 42, 196, 197*

*Freedom of Information and Protection of Privacy Act*

**Cross References**

[Administrative Procedure 220 – Provision of Teaching and Learning Resources](#)