

administrative regulation

**Administrative
Regulation No.
5007**

**Classification:
Parents, Community
Members**

**Effective Date:
June 29, 2023**

Concerns and Complaints

1 | Purpose

The purpose of this administrative regulation is to:

- provide a process to resolve concerns and complaints identified by parents, students or community members in a candid, cooperative and timely manner.

2 | Scope

This administrative regulation applies to:

- All parents, students and community members expressing a concern or complaint except for those matters otherwise provided for in any other CBE Administrative regulation.
- All CBE employees addressing concerns or complaints from a parent, student, or community member.

3 | Compliance

All employees are responsible for knowing, understanding and complying with this administrative regulation.

Failure to comply with this administrative regulation may result in disciplinary action up to and including dismissal.

4 | Principles

The following principles apply.

- Concerns and complaints are best resolved as close to the source of the concern or complaint as possible.
- The best solutions come from parents, community members and CBE employees working together.
- Concerns and complaints are investigated and resolved expeditiously.
- Concerns and complaints are dealt with in a courteous, timely, and constructive manner.
- An individual's concern will be given respectful attention while upholding the integrity of the educational system.

5 | Definitions

CBE: means The Calgary Board of Education.

6 | Regulation Statement

General

- 1) CBE resolves disputes in a collaborative manner that is respectful of differences and is in the best interests of preserving an open and effective working relationship between the CBE staff, parents, and students.
- 2) Collaborative dispute resolution is an open, fair, and timely approach that includes information sharing with all participants to facilitate a resolution.
- 3) Individuals shall raise a concern or complaint at the level and with the individual where the responsibility for the decision resides.
- 4) If the issue is non-school based, the concern or complaint should be raised with the appropriate individual at Level Three.
- 5) Concerns or complaints must be made in a respectful manner, at an appropriate time and place and should not be:
 - a) in the presence of students;
 - b) during instructional time; or
 - c) in the presence of an employee's co-workers.
- 6) Employee decisions that do not significantly affect the education of a student are within the final authority of the Chief Superintendent as delegated by the Board of Trustees.

7 | Procedure

Procedures describe how to implement the regulation. Procedures specifically articulate key process controls and identify roles of responsibility where applicable.

CBE Process

- 1) A CBE employee who is contacted by a parent, student or community member with a concern or complaint will advise the person of the CBE process.
- 2) Every effort should be made to resolve the concern or complaint at the earliest stage of the process.
- 3) Each step in the process is completed in a timely manner to avoid unnecessary delays.

Level One

- 4) When a parent, student or community member has a concern or complaint, the first step is to raise the issue with the individual CBE employee at the school.
- 5) The employee(s) involved with the decision shall make every effort to meet with the individual with the concern or complaint.
- 6) This meeting should be:
 - a) in person, by telephone, video conference;
 - b) one to one; and
 - c) focused on resolving the matter.

Level Two

- 7) If a resolution is not reached with the individual employee, the individual may direct the concern or complaint to the principal.
- 8) The principal and appropriate staff members shall make every effort to meet with the individual to discuss the concern or complaint.
- 9) The principal and staff members will work with the individual to find a resolution.

Level Three

- 10) If the matter is not resolved at Level Two with the principal, the individual may direct their concern or complaint, in writing, to the CBE director by completing the complaint form.
- 11) The written documentation shall outline:
 - a) the nature of the complaint; and
 - b) the steps taken, at the previous two levels to resolve the matter directly with the employee(s) involved.
- 12) The CBE director may meet with the individual directly to ensure the issue is heard.
- 13) The CBE director shall consider the concern or complaint which may include:
 - a) gathering information; and
 - b) involving other members of CBE administration as required.
- 14) If the concern is regarding an educational program, the student's educational program shall continue in a manner established by the principal until the review of the concern or complaint is completed.
- 15) The CBE director shall communicate their decision on resolution of the concern or complaint in writing, including a rationale for the decision, within 10 business days from the date of the meeting with the individual.

Non-school based

16) If the concern is non-school based, the individual may direct their concern or complaint, in writing, to the appropriate manager or director by completing the complaint form.

Level Four

17) If the matter is not resolved at Level Three with the CBE director, the individual may ask for a Superintendent to review the concern or complaint.

18) The request shall be in writing, to the Office of the Chief Superintendent, and include:

- a) a description of the nature of the concern or complaint;
- b) steps taken to resolve the matter;
- c) a description of the decision complained; and
- d) the reasons for the review request.

19) The Chief Superintendent may delegate the matter to a Superintendent or a member of CBE senior administration to review the concern or complaint.

20) The Superintendent delegated to review the matter, may meet with the individual to ensure the issue is heard.

21) Senior administrators and other CBE employees may be involved at this time.

22) The Superintendent shall communicate a decision in writing, including a rationale for the decision, within 10 business days from the date of the meeting with the individual.

Confidentiality

23) A concern or complaint must be handled in a confidential manner.

24) When required, the information about the concern or complaint and the identity of the person lodging the concern or complaint will be disclosed to:

- a) individual(s) named in the concern or complaint;
- b) individual(s) who need to be contacted for information about the concern or complaint;
- c) individual(s) who need to know about the concern or complaint as a part of their duties; and
- d) individual(s) responding to the concern or complaint.

Appeals

25) All decisions not falling under Administrative Regulation 5008 | Appeals, are final and not subject to further review.

26) Where the concern or complaint is one that falls under Administrative Regulation 5008 | Appeals, the individual shall be provided with information on their right to appeal.

Other Matters

- 27) Where the complaint involves special education programming, including a decision to complete or failure to complete an Individual Program Plan (IPP), the procedure to be followed is outlined in Administrative Regulation 3003 | Special Education Programming.
- 28) Where the complaint involves a school expulsion or suspension, the procedure to be followed is outlined in Administrative Regulation 6007 | Suspension and Expulsion.

8 | History

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| Approval | June 2023 |
| Next Review | June 2028 |
| Revision/Review Dates | February 2005 September 2007 December 2014 April 2023 |

9 | Related Information

- *Education Act*
- OE-1: Global Operational Expectations
- OE-8: Communicating and Engaging With the Public

- AR 5008 | Appeals
- AR 3003 | Special Education Programming
- AR 6007 | Suspension and Expulsion
- Working Together: Addressing Your Concerns and Complaints
- Concerns and Complaints Form