

administrative regulation

Administrative
Regulation No.
5007

Classification:
Parents

Effective Date:
December 3, 2014

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.

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 practice

- 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 not 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.

CBE process

- 7) 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.
- 8) Every effort should be made to resolve the concern or complaint at the earliest stage of the process.
- 9) Each step in the process is completed in a timely manner to avoid unnecessary delays.

Level One

- 10) 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.
- 11) The employee(s) involved with the decision shall make every effort to meet with the individual with the concern or complaint.
- 12) This meeting should be:
 - a) in person;
 - b) one to one, and

c) focused on resolving the matter.

Level Two

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

Level Three

- 16) 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.
- 17) 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.
- 18) The CBE director may meet with the individual directly to ensure the issue is heard.
- 19) 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.
- 20) 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.
- 21) The CBE director shall communicate his or her 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.

Level Four

- 22) 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.
- 23) 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.
- 24) The Chief Superintendent may delegate the matter to a Superintendent or a member of CBE senior administration to review the concern or complaint.
- 25) The Superintendent delegated to review the matter may meet with the individual to ensure the issue is heard.
- 26) Senior administrators and other CBE employees may be involved at this time.
- 27) The Superintendent shall communicate a decision on the 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.
- Confidentiality**
- 28) A concern or complaint must be handled in a confidential manner.
- 29) 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) the individual(s) named in the concern or complaint;
 - b) the individual(s) who need to be contacted for information about the concern or complaint;
 - c) the individual(s) who need to know about the concern or complaint as a part of their duties; and
 - d) the individual responding to the concern or complaint.
- Appeals**
- 30) All decisions not falling under Administrative Regulation 5008- Appeals are final and not subject to further review.
- 31) 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**
- 32) 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.

- 33) Where the complaint involves a school expulsion or suspension, the procedure to be followed is outlined in Administrative Regulation 6001.

7 | History

DATES	
Approval	<i>October 14, 2003</i>
Next Review	November 2019
Revision/Review Dates	February 2005 September 2007

8 | Related Information

- AR 5008: Appeals