



SCHOOL DISTRICT NO.10 (ARROW LAKES) POLICY MANUAL

220 – Inquiries and Concerns

1.0 General

- 1.1 The Board recognizes that inquiries, concerns, misunderstandings and disagreements will occasionally arise and are to be resolved using a set of established guidelines.
- 1.2 The Board believes that all stakeholders are to be treated respectfully.
- 1.3 Appropriate investigation of issues and consideration of the facts is fundamental in the process.

2.0 Guidelines

- 2.1 Students, parents and/or the public are encouraged to take inquiries or concerns directly to the staff member involved. Should the inquiry or concern not be resolved, the Principal shall address the concern.
- 2.2 Employees are expected to take inquiries or concerns to the staff member involved or to notify the staff member that they intend to take their inquiry or concern to the staff member's supervisor.
- 2.3 Teachers shall address their inquiry or concern in accordance with the BCTF Code of Ethics.
- 2.4 Inquiries or concerns regarding school level matters directed to the District Office shall be referred to the Principal who shall notify the appropriate staff member and address the inquiry or concern. District Office staff will follow up on these referrals.
- 2.5 Inquiries or concerns directed to a Parent Advisory Committee executive member shall be referred to the Principal.
- 2.6 In the event an inquiry or concern remains unresolved at the school level, it shall be addressed by the Superintendent.
- 2.7 Inquiries or concerns directed to a Trustee shall be referred to the Superintendent.
- 2.8 An individual who has followed the process noted above may wish to refer to the School District Bylaw 4, Appeal Bylaw under Section 11 of the School Act.