

## **SCHOOL DISTRICT NO.10 (ARROW LAKES)**

### **Policy 220 – Inquiries & Concerns**

---

#### General

- 1.1 The Board of Education is committed to addressing all inquiries and concerns from the public, maintaining an open line of communication with its stakeholders, fostering trust, and resolving concerns in an effective manner.
- 1.2 The Board expects all inquiries and concerns to be made respectfully.
- 1.3 This policy applies to parents, students, and community members who wish to inquire about or raise a concern about school district policies, operations, or services. It does not apply to district staff.

#### Guiding Principles

- 1.4 All inquiries and concerns will be handled respectfully and professionally.
- 1.5 Inquiries and concerns will be addressed promptly, with clear timelines for response.
- 1.6 The process for addressing concerns will be open and transparent.
- 1.7 Disrespectful or abusive behaviour will result in a delay or other appropriate measures to ensure a safe school and work environment.

#### Confidentiality

- 1.8 The district is committed to protecting the privacy and confidentiality of individuals involved in the inquiry or concern process, in accordance with applicable laws and regulations, including the Freedom of Information and Protection of Privacy Act.

#### Authorization

- 1.9 The Superintendent is responsible and authorized to establish protocols and practices that align with this policy.