

PARENTAL COMPLAINTS

Background

The District is committed to the establishment of productive partnerships between parents and school staff in support of student learning. The District believes that most concerns that arise are best addressed at the school level with the staff directly involved.

When a concern arises parents are encouraged to review the *VSB Conflict Resolution Procedure for School Based Concerns*.
<https://govsb.ca/conflict-resolution>

Procedures

1. When a parent seeks to raise a concern, the process is best initiated by requesting to speak first with the employee involved.
2. If satisfactory resolution to the concern is not achieved, the next step is to contact the employee's immediate supervisor.
3. If the parent is reluctant to speak first to the employee affected, the parent may contact a school or District Office Administrator to help resolve the issue.
 - 3.1 Advice and support will be given to ensure that the concerns of all parties are reviewed in an appropriate fashion.
 - 3.2 The parent will be informed that the employee will be advised of the parent's concern.
 - 3.3 When appropriate, staff will follow up with the parent regarding steps taken to resolve the concern.
4. Complete confidentiality respecting complaints cannot be guaranteed.
5. Investigation and resolution of complaints will be disclosed to the employee or an agent of the District on a need-to-know basis.
6. The District will not respond to anonymous complaints except in instances where there are allegations associated with child welfare issues or criminal activities.
7. The Vancouver School Board recognizes and respects the fact that parents and/or students may sometimes strongly disagree with decisions made by school employees. In this rare case a formal appeal process may be launched but only when an attempt has been made to resolve the issues at school.

7.1. A formal appeal must involve decisions that significantly affect the health, education or safety of a child at school.

8. Parents who wish to initiate a formal appeal are to be referred to Board Policy 13 – Appeals Bylaw.

Reference: Sections 6, 11, 11.1, 11.2, 11.3, 11.4, 11.5, 11.6, 11.7, 11.8, 22, 26, 85, 91 School Act
Appeals Regulation 24/08
Administrative Tribunals Act
Collective Agreement

Effective: September 24, 2018

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