## PARENTAL CONCERNS AND COMPLAINTS

### Background

For the purpose of this policy, student and child are considered to be one and the same.

The Board is committed to the establishment of productive partnerships between parents/guardians and school staff members in support of student learning. Office and school staff are expected to work effectively with parents/guardians to respond to expressed concerns and to deal with complaints in a fair, just and timely manner.

### Procedures

1. Concerns and complaints are best resolved as close to the source of the concern or complaint as possible.
2. The best solutions come from parents/guardians and STEM Innovation Academy staff working together.
3. Concerns or complaints must be made in a respectful manner, at an appropriate time and place and should not be:
   3.1. in the presence of students; during instructional time;
   3.2. in the presence of staff member's colleagues; or
   3.3. in common areas of the school.
4. Parents/guardians are expected to present concerns about their child only.
5. Concerns and complaints are dealt with in a courteous, timely, and constructive manner.
6. An individual's concern will be given respectful attention while upholding the integrity of the school authority.
7. The school will not respond to anonymous complaints except in instances where there are allegations associated with child welfare issues or criminal activities.

### PROCEDURES

1. It is appropriate in times of conflict that established procedures be followed to allow all stakeholders to be heard and for harmonious solutions to be reached.
2. Concerns and complaints should be addressed as follows:
   2.1. When a concern or complaint arises, the parent/guardian is requested to speak in a respectful manner with the staff member involved in an attempt to resolve the issue.
   2.2. If satisfactory resolution to the concern or complaint is not achieved, the parent/guardian may contact the school administration.

2.3. If parents/guardians remain dissatisfied with the result, the matter can be referred in writing to the superintendent.

2.4. The decision of the superintendent shall be considered as final.

3. If a concern or complaint arises regarding the actions/decisions of the school council, the matter should be addressed with the school council chair. In the event that the matter is not satisfactorily resolved, it should be discussed with the school council chair and the principal.

At STEM Innovation Academy, we believe there is no situation which cannot be resolved if we participate with active listening and a desire to provide for our students an excellent educational setting in a welcoming, caring, respectful, safe and supportive environment.

**Approved:** September 2021

**Amended:** March 2025