

## POLICY 390 RESOLVING CONCERNS

The Board of Education believes that open, direct communication between students, parents, and school personnel serves the best interest of everyone in resolving a concern. The Board supports the practice that concerns about personnel, programs or procedures are dealt with at the point closest to where the concern first arises in a courteous, confidential, and mutually satisfactory manner.

When a parent/guardian/caregiver has a concern about the action or decision of any employee, an educational program, a procedure or a learning resource, their concern should be first channeled through the employee and then the principal of the school. If resolution is not reached at the school level, a concern may be forwarded to the appropriate Assistant Superintendent before being referred to the Superintendent for consideration.

The Board of Education recognizes that employee decisions that do not significantly affect the education, health or safety of a student are within the final authority of the Superintendent as the Board of Education's chief executive officer. Unresolved concerns where the decision significantly affects the education, health or safety of the student may be appealed to the Board of Education ([Bylaw 4: Appeal Procedure](#)).

### Resolving Concerns Procedure

