

Students have the right and the responsibility to express school related complaints and grievances to the teacher and/or to school administration. A complaint or grievance is defined as a claim by a student that there has been a violation, misrepresentation, misapplication of Division policies, regulations, and practices, or of federal or provincial legislation.

The Board of Trustees provides an efficient and fair method of resolving student complaints and grievances. This resolution process is outlined in the attached regulations.

Adopted September 1, 2009		
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## 1. Principles of Resolution Process

The following principles shall guide the resolution of student complaints and grievances between the complaint and respondent:

- a. Any complaint or grievance shall be resolved as close to the source of concern as possible.
- b. Those staff involved with the complaint and grievance resolution shall employ effective conflict resolution strategies when responding to student complaints or grievances.
- c. A teacher and/or school administration will provide the student or parent/guardian the opportunity to discuss the complaint or grievance.
- d. No reprisals shall be taken against any person because of his/her participation in the process.

## 2. Resolution Process

The process to be used for resolving student complaints and grievances follows.

- a. The student and/or parent/guardian should discuss the original complaint or grievance with the teacher or Principal, depending on the nature of the complaint or grievance.
- b. The Principal and/or teacher shall investigate as necessary and, in consultation with the parent/guardian and/or student, arrive at an appropriate decision to resolve the complaint or grievance.
- c. If the student complaint or grievance is not successfully resolved at the school level, the original concern may be forwarded to the Area Superintendent.
- d. The Area Superintendent shall investigate as necessary and, in consultation with the parent/guardian and/or student and the school, arrive at an appropriate decision to resolve the complaint or grievance.
- e. If the student complaint or grievance is not successfully resolved at the Area Superintendent level, the original concern may be presented to the Chief Superintendent.

- f. The Chief Superintendent shall investigate as necessary and, in consultation with the parent/guardian and/or student, the Area Superintendent, and the school, arrive at an appropriate decision to resolve the complaint or grievance.
- g. If the student complaint or grievance is not successfully resolved through consultation with the Chief Superintendent, the parent/guardian and/or student may request a hearing before the Frontier School Board of Trustees. The Board's decision shall be final.

Adopted September 1, 2009		
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