

Administrative Procedure 151

CHANNELS OF COMMUNICATION

Background

In an organization with several levels of bureaucracy it is important for elected officials, administrative staff and stakeholders to understand the formal lines of communication within the organization. This facilitates effective resolution of problems and prevents various levels of the organization from giving “mixed messages” or working at “cross purposes”.

The following lines of communication will generally apply in the Division: Staff member> Principal> Superintendent> School Board> Minister of Education.

Procedures

1. Staff members wishing to inform Trustees about activities and events in the school will do so through the Principal and Superintendent.
2. Trustees or administrators receiving complaints from parents, groups or community members will respect the preceding lines of communication.
3. When dealing with complaints the following procedures will be followed:
 - 3.1 The complainant will first discuss the matter directly with the person against whom the complaint is made.
 - 3.2 If the matter is not resolved to the satisfaction of the complainant, the next level of the structure is to be contacted (i.e. if the complaint is with a teacher, the Principal is the next contact. If the complaint is with a Principal, the Superintendent is to be contacted next).
 - 3.3 Failing resolution by the Superintendent the complainant will be encouraged to write a letter, explaining their concern, to the Board, along with their suggestions for resolution.
 - 3.4 Failing resolution at the Board level, the Superintendent will inform the complainant of his/her rights to appeal Board decisions under Sections 42, 43 and 44 of the School Act, Board Policy 13 – Appeals and Hearings Regarding Student Matters and Board Policy 14 – Hearings on Teacher Matters.
4. The Superintendent will advise Division Office staff members of the channels of communication outlined in this Administrative Procedure.
5. Principals shall ensure that school-based staff members and parents have been advised of this Administrative Procedure.

Reference: Section 40, 42, 43, 44, 52, 53, 196, 197, 222 Education Act
Freedom of Information and Protection of Privacy Act