

STUDENT COMPLAINTS AND GRIEVANCES PROCEDURES

The formal procedures for managing a student complaint or grievance are as follows:

- (1) A teacher will provide any student or their parent/guardian the opportunity to discuss a decision or situation that the student considers unjust or unfair with the parties involved.
- (2) If the concern has not been resolved, the student, their parent/guardian, or the teacher may bring the matter to the principal or designate's attention for consideration and action. Complaints that are brought directly to the principal will be redirected to step one.
- (3) If the concern still has not been resolved, the complaining party may bring the matter to the attention of the superintendent's department by following the procedures outlined in Policy KE – Concern Protocol.

At any point in the process, the individuals involved may have an advocate present.

At all steps in the process, the complainant is expected to advise each level that they are not satisfied and are proceeding to the next level.

Effective Date:	June 19, 2007	Review Date:	October 9, 2018
Amended Date:			
Board Motion(s):	218/07		
Legal/Cross Reference:	KE-Concern Protocol		
