Engaging with the UGDSB Procedures 215-A

Category:	Community Relations
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1. General

It is the practice of the Upper Grand District School Board (UGDSB) that questions, feedback, and concerns from students, parents/guardians, and the community be addressed in a fair, respectful, and timely manner, and at the closest level to the issue.

2. Definitions

Chief Executive Officer
The Chief Executive Officer (CEO) is the head administrative role responsible for a school board's financial and operational management, as defined in the *Education Act*. The director is the sole employee who reports directly to the Board of Trustees and acts as Secretary to the Board. All school board staff report either directly or indirectly to the CEO. The CEO may also serve as the school board's Chief Education Officer, or may appoint one.

Superintendent of Student Achievement
Superintendents of student achievement (referred to as supervisory officers in the *Education Act*) lead and supervise schools and programs, working with principals and staff to ensure that schools operate according to ministry and board policy. Superintendents of student achievement are often responsible for families (groups) of schools, and may also be assigned to oversee board-wide programs.

3. Steps for Addressing School-Based Matters (See Appendix A)

In the case of a school-wide question, or matter expressed by a community member, contact should be initiated with the principal of the school. If a parent or guardian has a classroom-based matter to discuss, they are advised to follow the steps below, also outlined in the flowchart provided in Appendix A.

3.1 Step 1 – Review with the classroom teacher

The parent, guardian, or adult student (aged 18 years or older) should bring questions, feedback, and concerns to the classroom teacher or appropriate member of staff.

3.2 Step 2 – Review by the school principal

If the parent, guardian, or adult student and the classroom teacher are not able to resolve the matter, the parent, guardian, or adult student may request that the matter be reviewed by the school principal (or designate). The school principal (or designate) will review the matter and work toward a resolution.

3.2.1 In the case of a concern about a student suspension or expulsion, the appeal processes outlined in the Safe Schools Policy – Suspension and Expulsion Procedures 503-D should be followed.

3.3 Step 3 – Review by the Superintendent of Student Achievement

If the parent, guardian, or adult student and the school principal are not able to resolve the matter, the parent, guardian, or adult student may request that the matter be reviewed by the relevant superintendent(s) of student achievement (or designate). The superintendent(s) (or designate) will review the matter as it relates to the board's established policies and procedures and the *Education Act* of Ontario and will respond to the parent, guardian, or adult student.

3.4 Or Step 3 – Contact the Student and Family Support Office

If the parent, guardian, or adult student are not able to resolve the matter, the parent, guardian, or adult student may request that the matter be reviewed by the Student and Family Support Office.

3.5 Step 4 – Review by the Chief Executive Officer

If the parent, guardian, or adult student and the Superintendent of Student Achievement or Student and Family Support Office are not able to resolve the matter, the parent, guardian, or adult student may request that the matter be reviewed by the CEO (or designate). The CEO (or designate) will review the matter and may respond to the parent, guardian, or adult student or refer the matter to an alternative staff member.

4. Representatives of the Parent, Guardian or Adult Student

4.1 Parents, guardians, or adult students may choose to have an advocate (i.e. support person, translator, etc.) of their choosing in attendance at meetings with staff, subject to any limitations under existing laws or statutes. Any costs or expenses associated with such a representative are the responsibility of the parent, guardian, or adult student.

4.2 Principals, staff, and parents, guardians, or adult student will be notified in advance of a meeting as to the role/position of who is anticipated to be in attendance.

4.3 A representative supporting the parent, guardian, or adult student must agree at the outset of a meeting to respect and maintain the confidentiality of any matter discussed between parents, guardians, or adult student and staff.

5. Resolving Non-instructional Matters

5.1 Questions, feedback, and concerns about non-instructional matters (matters not concerning classroom instruction) will be addressed by the staff member who has direct involvement with the issue. If a concern or issue is not resolved by the appropriate staff member, the individual may request that the matter be reviewed by the appropriate supervisor and/or Executive Committee member and/or the Student and Family Support Office. If the matter is not yet resolved, it may be referred to the CEO. All matters will be governed by the appropriate board policies and procedures.

5.2 Where a member of the public has a concern about a matter relating to the decisions of the Board of Trustees, the issue should be addressed with their local trustee. The trustee may redirect the matter to the CEO depending on the nature of the matter, and may choose to follow-up with the member of the public.

6. Timelines and Response

6.1 UGDSB staff must acknowledge all inquiries within two (2) business days.

6.2 Best efforts will be made to provide an estimated date of response if an inquiry cannot be fully addressed within five (5) business days of receipt.

215-A Appendix A
Steps for School-Based Matters

The UGDSB believes in developing strong and positive relationships with students, parents/guardians and the community. Governed by the Education Act of Ontario and board policies, the UGDSB is committed to addressing questions, feedback, and concerns in a fair, respectful, and timely manner, and at the closest level to the issue.

STEP 1

Review with Classroom Teacher

The parent, guardian, or adult student (aged 18 years or older) should bring questions, feedback, and concerns forward to the classroom teacher or appropriate member of staff for resolution.

STEP 2

Review with School Principal

If the parent, guardian, or adult student and the classroom teacher are not able to resolve the matter, the parent, guardian, or adult student may request that the matter be reviewed by the school principal. The principal will review the matter and work toward a resolution.

STEP 3

Review by the Superintendent of Student Achievement

If the matter cannot be resolved still, the parent, guardian, or adult student may request that the matter be reviewed by the relevant superintendent(s) of student achievement. The superintendent(s) will review the matter and respond.

OR

Contact the Student and Family Support Office

The Student and Family Support Office helps families navigate questions or concerns related to their child's education, especially when an issue is complex or cannot be resolved at the school level.

STEP 4

Review with the CEO

If the matter is still not resolved, the individual may request that the matter be reviewed by the CEO.