

## Administrative Procedure 152 – School Dispute Resolution

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### Background

The Division supports the right of parents to make inquiries into the conduct of operations at schools. In the interests of open communication, the Superintendent believes inquiries must first be directed to the staff members most directly involved in the operations in question. If the parents are not satisfied with the response at that level, they are to be encouraged to follow the channels of communication as appropriate.

### Procedures

1. Appeals will be considered in areas as permitted by the relevant legislation/regulations.
2. All schools shall develop a school appeals procedure based on the concept of due process and file a copy of it with the Superintendent's Office annually.
3. An appeal to the Division level may be initiated by any party directly involved in the matter under dispute. However, such appeals shall be ONLY after all attempts at resolving the problem at the school level have proven unsuccessful.
4. Special Education placement appeals will be handled in accordance with the relevant legislation/regulations and [Board Policy 13 - Appeals Regarding Student Matters](#).
5. Appeals shall be filed with the Superintendent within fourteen (14) school days of any final attempts to resolve the matter at the school level. The appeal shall be in writing, and shall state the nature of the complaint, and outline the steps that have been taken to attempt to resolve it. A copy shall be provided to the Principal, and to any other parties directly involved in the grievance.
6. Within fourteen (14) school days of the receipt of an appeal, the Superintendent shall review all relevant information pertaining to the matter.
7. The decision of the Superintendent shall be conveyed to all parties concerned in writing.
8. Where a party to the appeal is not satisfied with the decision of the Superintendent the matter may be referred to the Board as per [Board Policy 13 - Appeals Regarding Student Matters](#).
9. Appeals of Diploma Examination marks shall be in accordance with Alberta Education regulations, available from schools or the Division Office.
10. Appeal procedures shall be communicated to parents and students annually.
11. If all local avenues have been exhausted, the Superintendent will meet with the individual and school-based administrators in an attempt to resolve the issue.

12. If resolution of the issue is not achieved at the Superintendent level, the individual shall be advised of their right to an appeal to the Board if the matter significantly affects the education of a student.
13. Division staff shall have the full legal and moral support of the Division when following the appropriate communication protocol process.
14. Persons exhibiting abusive or harassing behavior towards Division staff or students will be subject to the full weight of those actions provided for under the law.

Reference: Education Act Section 33, 40, 41, 42, 43, 52, 53, 196, 197, 222

Effective: 2022-01-01

Amended: