

# **Prairie Rose School Division**

## **Public Concern Protocol**





# Prairie Rose School Division Public Concern Protocol

Prairie Rose School Division recognizes that at times, parents/guardians or community members will have concerns regarding division employees, school courses/programs, or school and/or divisional practices.

Concerns brought forward by individuals to the attention of Prairie Rose School Division staff must be addressed.

Any Prairie Rose School Division employee or Board member contacted by a parent/guardian or community member with a concern will acknowledge the concern and advise them to follow the Public Concern Protocol.

## Guiding Principles

The following principles apply to all individuals involved in addressing a concern:

- All communications need to be conducted with decorum and respectfulness.
- Seek to understand each other's point of view.
- Communications need to be conducted in a timely fashion.
- All individuals involved have a right to confidentiality.

## Procedure

Every reasonable effort should be made to directly resolve a concern with the Prairie Rose School Division staff member. If no resolution can be made, the individual with the concern is invited to proceed to deal with the concern through the levels of supervision.

Step 1: Individual	Step 2: Supervisor	Step 3: Supervisor	Step 4	Step 5
School Based Staff	School Principal	Superintendent/CEO or Assistant Superintendent	Board of Trustees	Minister of Education
Transportation Staff	Transportation Supervisor	Secretary-Treasurer/CFO or Superintendent/CEO	Board of Trustees	Minister of Education
Clinician	Director of Student Services	Superintendent/CEO or Assistant Superintendent	Board of Trustees	Minister of Education
PRSD Administration Staff	Secretary-Treasurer/CFO	Superintendent/CEO or Assistant Superintendent	Board of Trustees	Minister of Education
Teacher Leaders	Assistant Superintendent	Superintendent/CEO	Board of Trustees	Minister of Education
School Principals	Superintendent/CEO		Board of Trustees	Minister of Education
Transportation Supervisor, Facilities Supervisor, IT Supervisor	Secretary-Treasurer/CFO	Superintendent/CEO	Board of Trustees	Minister of Education
Assistant Superintendent, Director of Student Services, Secretary-Treasurer/CFO, Human Resources Manager	Superintendent/CEO		Board of Trustees	Minister of Education
Superintendent/CEO	Board of Trustees			Minister of Education
Trustee	Board of Trustees			Minister of Education
Board of Trustees	Minister of Education			

### **Step One – Discuss with Staff Member**

- An individual with a concern should express the concern directly with the staff member involved. Every reasonable effort should be made to resolve the concern at this level.
- If the approached staff member is unable to address the concern, the staff member should direct the individual to appropriate supervisor.
- The individual with the concern may be accompanied by an advocate/support person.
- If either party refuses to meet to address the concern, the matter can be referred to Step Two – Share Concern with a Supervisor.

### **Step Two – Share Concern with a Supervisor**

- If no resolution has been made at Step One, the individual with the concern should bring the concern to the direct supervisor of the staff member involved.
- The individual may choose to complete a Public Concern Form. These forms are available at the main office of all schools or can be downloaded from the respective school or divisional websites.
- An individual with a concern should bring it forward in a timely fashion; within ten working days of the specific incident.
- Upon being advised of the concern, the supervisor will communicate with the individual registering the concern in a timely fashion; usually within ten working days.
- The supervisor will make every effort to resolve the concern.
- The individual with the concern may be accompanied by an advocate/support person.

### **Step Three: Discuss with Divisional Administrator**

- If no resolution has been made at Step Two, the individual with the concern should contact the appropriate division administrator in a timely fashion; within ten working days and forward an updated Public Concern Form.
- If the supervisor involved is the Superintendent/CEO, the individual with the concern may proceed directly to Step Four.
- Upon being advised of the concern, the division administrator will communicate with the individual registering the concern in a timely fashion; usually within ten working days.
- The division administrator will make every effort to resolve the concern.
- The individual with the concern may be accompanied by an advocate/support person.

### **Step Four: Appeal to the Board of Trustees**

- If no resolution has been made at Step Three, the person with the concern may appeal to the Board of Trustees through presentation at a regularly scheduled Board meeting.
- The individual with the concern will update and forward the Public Concern Form and forward it, along with supporting documents, to the Secretary Treasurer/CFO.
- Every effort will be made to place the individual onto the next Board meeting agenda.
- The Secretary-Treasurer/CFO will confirm with the individual the date, time, and location of the scheduled meeting with the Board. The individual will be reminded that he/she may be accompanied by an advocate/support person.
- The Board will be provided with the individual's documentation ahead of the meeting.

## **Presentation Format**

- At the meeting, the individual will have an opportunity to:
- Present the concern to the Board of Trustees.
- Share, from their perspective, why they are concerned.
- Share potential recommendations for resolution of their concern.

## **Board Response**

- The Board shall respond to the individual, in writing, in a timely fashion; usually within ten working days of the presentation.

At each of these steps, Prairie Rose School Division staff has the right to review any written concerns about them. If a concern may lead to disciplinary action, they are entitled to Association/Union representation. At all times, Prairie Rose School Division staff should be part of the eventual resolution of the concern.

## **Step Five: Appeal to the Minister of Education and Training**

- If there is no resolution to the complaint at Step Four, the individual with the concern may share the concern with the Minister of Education and Training.
- The Ministry may request to review all supporting documents.

## **Protocol Communication Requirements**

- The Superintendent/CEO shall ensure that this procedure is reviewed with all school and divisional administrators and supervisors at the first scheduled Administration Council meeting of each school year.
- Each school principal shall review this procedure in September of each school year with the Parent Advisory Council and the school staff.
- Public Concern Protocol Forms will be available in all division sites.



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## Prairie Rose School Division Public Concerns and Complaints Form

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To: \_\_\_\_\_

From: Name(s) \_\_\_\_\_

Address(es) \_\_\_\_\_

Telephone No(s) \_\_\_\_\_

- (a) **Nature of Complaint:** This should be a description in your own words of the grounds for your complaint, including all names, dates, and places necessary for a complete understanding of your complaint. (Additional paper may be used if necessary).

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- (b) Has the complaint been discussed with an employee, Principal, or supervisor?

\_\_\_\_\_

To whom have you spoken? Name(s): \_\_\_\_\_

\_\_\_\_\_

When? Date(s): \_\_\_\_\_

- (c) What was the result of the discussion?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature