Living Sky School Division No. 202

Administrative Procedure (AP) Manual

Procedure Name: Parent and Public Concerns and Inquiries			
Procedure Type:	School Operations	**Implementation Date:**	NOV 10, 2010
Procedure Number:	4.16	**Last Revision Date:**	JAN 24, 2024
AP Owner:	Superintendent of Learning	**Last Review Date:**	SEP 10, 2026
Legal Reference(s):	*The Education Act, 1995, s. 85, 148, 151*		

Background

Living Sky School Division (LSKYSD) is committed to ensuring a fair and equitable process for hearing and addressing student, parental, and public concerns and inquiries. The Division is committed to ensuring that just and careful procedures for adjudicating and resolving concerns are in place.

Scope

This procedure applies to all LSKYSD schools, employees, students, parents/guardians, and members of the public, subject to Local Authority Freedom of Information and Protection of Privacy Act (LAFOIP).

Definitions

Members of the public refers to someone who is not a student or the parent or guardian of a student.

Procedures

Concerns and inquiries by members of the public

1. Concerns brought forward by members of the public should be directed to LSKYSD central services. Once the concern is heard, it will be directed to the appropriate person to be addressed.

Concerns by parents/guardians or students

2. Concerns, the process by which they are addressed, and the results of the process will be documented and kept on file.

3. The individual must be prepared to address their question or concern in person or in writing to the person or persons involved in an attempt to resolve the matter informally.

4. If the concern cannot be resolved by the complainant and the person who is subject of the concern, the complainant may take the concern to the immediate supervisor of the person who is the subject of the complaint.

5. If the concern cannot be resolved with the immediate supervisor, the complainant may take the concern to the next level. The concern is to be addressed at each level before proceeding. The levels typically are as follows:
   a. staff member
   b. school-based administration, service lead, or specialist
   c. superintendent of learning
   d. director of education or designate

6. If the concern cannot be resolved with the assistance of the director of education or designate, the complainant may make a written complaint to the Board of Education.

Inquiries

7. All inquiries requesting information will be directed to the appropriate person and will be subject to LAFOIP and guidelines provided by Privacy and Access in Saskatchewan Schools website.

References

5.38 LAFOIP

Privacy and Access in Saskatchewan Schools https://saskschoolsprivacy.com/ (*Saskatchewan School Boards Association document*)