

## Administrative Procedure 143

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### Dispute Resolution Process for Parents

Schools are required to make every reasonable effort at the school and division level to resolve disputes or concerns co-operatively and collaboratively with parents. If there is a disagreement between parents and the school with a decision related to the child's educational programming, the first step is for the parent to talk to the teacher to try to resolve the concern. If the parent and the teacher are unable to resolve the issue, the next step is for the parent to talk to the school principal and/or assistant principal. Together with the teacher and school administration, most issues that affect a student's educational programming should be resolved at the school level.

Should the teacher and school administration not be able to resolve the concern with the parent, either party may refer the issue to the appropriate staff member at Division Office. If either party does not agree with the Division Office staff member's decision, they should put their concern in writing to the Superintendent. If the concern is not resolved by the Superintendent, they may apply in writing to the Board Chair to initiate a board-level appeal. Parents and staff should make every reasonable effort to resolve disputes using the appropriate dispute resolution process prior to appealing to the Board of Trustees. Appeal requests are to be submitted in writing to the Secretary Treasurer and follow appropriate timelines as outlined in the Education Act. The Board of Trustees will respond in writing to establish a hearing date. The hearing date will comply with timelines as outlined in the Education Act. Prior to the hearing, appropriate documentation will be provided to the Board of Trustees (if applicable), Division Office Executives, and the disputant(s). At the hearing, the disputant(s) will have the opportunity to present his/her/their case to the Board of Trustees. After the hearing, the Board will notify the disputant(s) of their decision in writing. Parents maintain the option of appealing the Board decision to the Minister of Education in accordance with the process outlined in the Education Act.

The parent may request in writing that the Minister of Education conduct a Review by the Minister for specific decisions. Under the Education Act, the Minister may review a Board decision on a matter that the Board and parents have not been able to solve with respect to placement in an inclusive education program, francophone charter 23 issues, expulsion, home education matters, amount and payment of fees, accuracy or completeness of a student record.

*References: Education Act, Sec. 41, 42(1)-(8), 43(1)-4, 44(1)-(3)*

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