



PL 3 – 06.2.0 Stakeholder Concerns

Related Policies:	Date of Approval: 2019 November 13
Related Procedures:	Last Amended:
Related Exhibits:	Last Reviewed: 2019 November 29

FOUNDATIONAL PILLAR - Operational Expectations

EXPECTATION

It is the will of the Board that the Superintendent shall work to resolve stakeholder concerns in a fair and expeditious manner while treating stakeholders with dignity and courtesy.

DEFINITIONS

None

REQUIREMENTS AND LIMITS

1. The Superintendent shall effectively handle complaints and concerns raised by stakeholders. The process for handling complaints shall include:
 - a. A plan to channel complaints to the staff member responsible for the decision.
 - b. A plan to refer unresolved complaints to the supervisor or manager of the staff member.
 - c. A plan for the Superintendent to investigate all complaints that are not resolved by the supervisor or manager and report to all parties.
 - d. A plan to report to the Board any complaints that remain unresolved after the Superintendent's investigation.
2. The Superintendent shall inform the Board of any complaint or concern with significant implications to the Division in an appropriate and timely manner.
3. The Superintendent shall bring to the Board any petitions as specified in the Petitions and Public Notices Regulation in accordance with that Regulation.

ASSURANCES

REFERENCE AND LINKS

*Petitions and Public Notices Regulation
Education Act*

HISTORY

2019 Nov 13 Approved
2019 Nov 29 Reviewed