



AP 1 – 15 Channels of Communication

Related Policies:	Initial Approval: 2010 March 30
Related Procedures:	Last Amended: 2013 February 22
Exhibits:	Last Reviewed: 2019 November 25

PURPOSE

To ensure that elected officials, administrative staff and stakeholders understand the formal lines of communication within the organization. This facilitates effective resolution of problems and prevents various levels of organization from giving mixed messages or working at cross purposes.

The Division supports the maintenance of a communication system that maintains open channels and recognizes the chain of communication as: staff member > Principal > Superintendent > Board.

SCOPE

This procedure applies to all staff.

DEFINITIONS

None

PROCEDURES

1. Staff members wishing to inform Board members about activities and events in the school do so through the Principal or Superintendent.
2. Board members or administrators receiving complaints from parents, groups or community members will respect lines of communication.
3. Board members, administrators and staff will respect the established lines of communication associated with the work of Board appointed committees.
4. When dealing with complaints, the following procedures should normally be followed:
 - Encourage the individual to first discuss the complaint directly with the person against whom the complaint is made.
 - If the matter is not resolved to the satisfaction of the individual, the next level of the structure should be contacted; e.g., if the complaint is with a teacher, the Principal should be contacted; if the complaint is with a Principal, the Superintendent should be contacted.
 - Failing resolution by the Superintendent, the individual should be encouraged to write a letter explaining his/her concern to the Board along with his/her suggestions for resolution.
 - Failing resolution at the Board level, the individual shall be informed of his/her rights to appeal Board decisions as per *the Education Act*.
5. The Superintendent and Principals are responsible for ensuring that staff are aware of, and follow established channels of communication.

REFERENCE AND LINKS

Education Act

HISTORY

Updated: 2013 Feb 22
Reviewed: 2017 Nov 27
Reviewed: 2018 July 03
Reviewed: 2019 Nov 25