

Concerns initiated by parents/guardians, students, community members, and division staff shall be addressed in a timely manner through a process that shall begin as close to the origin as possible.

The concern and complaint procedures apply to academic, administrative, and support services provided by the Division. Complaints involving discrimination and/or harassment shall be addressed as outlined in the [Harassment](#) administrative procedure. Complaints against staff should be addressed as outlined in [Resolving Complaints Against Division Employees](#) administrative procedure.

Appeals of student discipline decisions are addressed in the [Code of Conduct](#) administrative procedure and appeals of student marks are addressed in the [Assessment, Evaluation and Reporting](#) administrative procedure.

Should a concern or complaint be brought directly to the Board as a whole, or to an individual Board member, the complainant will be advised of the proper channeling for their concern or complaint as follows:

1. Teacher
2. Principal
3. Superintendent/CEO
4. Board of Trustees

The Board of Trustees will only address an appeal after all other appropriate channels have been accessed. A written response of the Board of Trustees decision will be provided to all parties involved in the appeal.

Any complaint regarding school personnel shall always be referred back through proper administrative channels before it is presented to the Board for consideration and action. All concerns or complaints

the concern will initially be directed to the staff member or members responsible for the placement or programming decision in question. This will typically be the classroom teacher, learning support teacher and/or Principal. The Principal may wish to consult with the Student Services Administrator prior to the meeting and request their attendance at the meeting. The parties will attempt to resolve the concern leading to the dispute through an informal process of discussions. The parent/guardian will be informed of their right to be accompanied by a support person during these discussions. This initial meeting will occur within 5 days of receiving the complaint.

The school based team will review the student's plan with the parent/guardian and offer an explanation as to the objective of the plan, use of materials, criteria and methods used in the plan. The review of the concern shall include but not be limited to examining the following:

- the school student support file;
- the current individualized education plan (IEP);
- previous individualized education plans (IEP);
- the current behaviour intervention plan (BIP), if applicable;
- previous behaviour intervention plans (BIP), if applicable;
- previous and current student support plans (SSP) if applicable;
- current and previous health plans, if applicable;
- all current and prior assessment data;
- current and previous student/IEP/BIP evaluations; and
- minutes of all team meetings.

Should the informal dispute resolution process leave the concern unresolved, the Principal must inform the complainant(s) of the right to initiate the formal dispute resolution process.

Formal Dispute Resolution Process

The Principal will advise parents/guardians of their right to make a formal appeal of decisions about their children's educational programming to the Superintendent's Department and of their right to be

The Superintendent/CEO or designate will advise the parent/guardian that they have 14 days to make a formal written appeal to the School Board and that they may be accompanied by a supporting person or agency of their choice when presenting a formal appeal to the School Board during an In Camera meeting of the School Board.

The School Board will gather all information deemed necessary to make a decision regarding the dispute. The School Board will make a final decision and advise all parties in writing. The Division will advise the parent/student of their right to request a review of the School Board's decision to the Manitoba Education Review Coordinator who will determine if a Review Committee will be appointed to review the case.

Further information may be obtained through Manitoba Education as outlined in [Appropriate Educational Programming in Manitoba: A Formal Dispute Resolution Process \(Manitoba Education\)](#).