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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;

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