

**Subject: [Draft] CKES School Council Policy on  
Resolving an Issue or Dispute at CKES**

School Council Policy No.: 2012-01  
Legislation: Education Act, sec. 113(1)(d)

Cross-reference: i) Education Act, sec. 113(2)(e)  
ii) M.O. 1991/01 (Establishment of CKES School Council)  
iii) M.O. 1991/02 (Number of CKES School Council members)  
iv) Dept. of Education, Policy No. 1000 - General Policy  
v) CKES School Council - Roles, Goals and Guidelines

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**Purpose:**

In accordance to section 113(1)(d) of the Education Act, the School Council is to establish a procedure for resolving disputes which may arise between the school, parents, and teachers. Section 113(1) (d) of the Education Act reads: *"A council shall, in consultation with the superintendent, school administration and teachers, establish a procedure for resolving disputes between schools, parents and teachers."*

The intent of this policy is to provide a clear and consistent set of principles and procedures for parents, legal guardians, school council members, teachers, school staff and school administrators in the event of any questions, concern, issue, misunderstanding or dispute which may arise between parents, guardians, teachers, school staff and administration ("our school community" hereafter).

**Principles:**

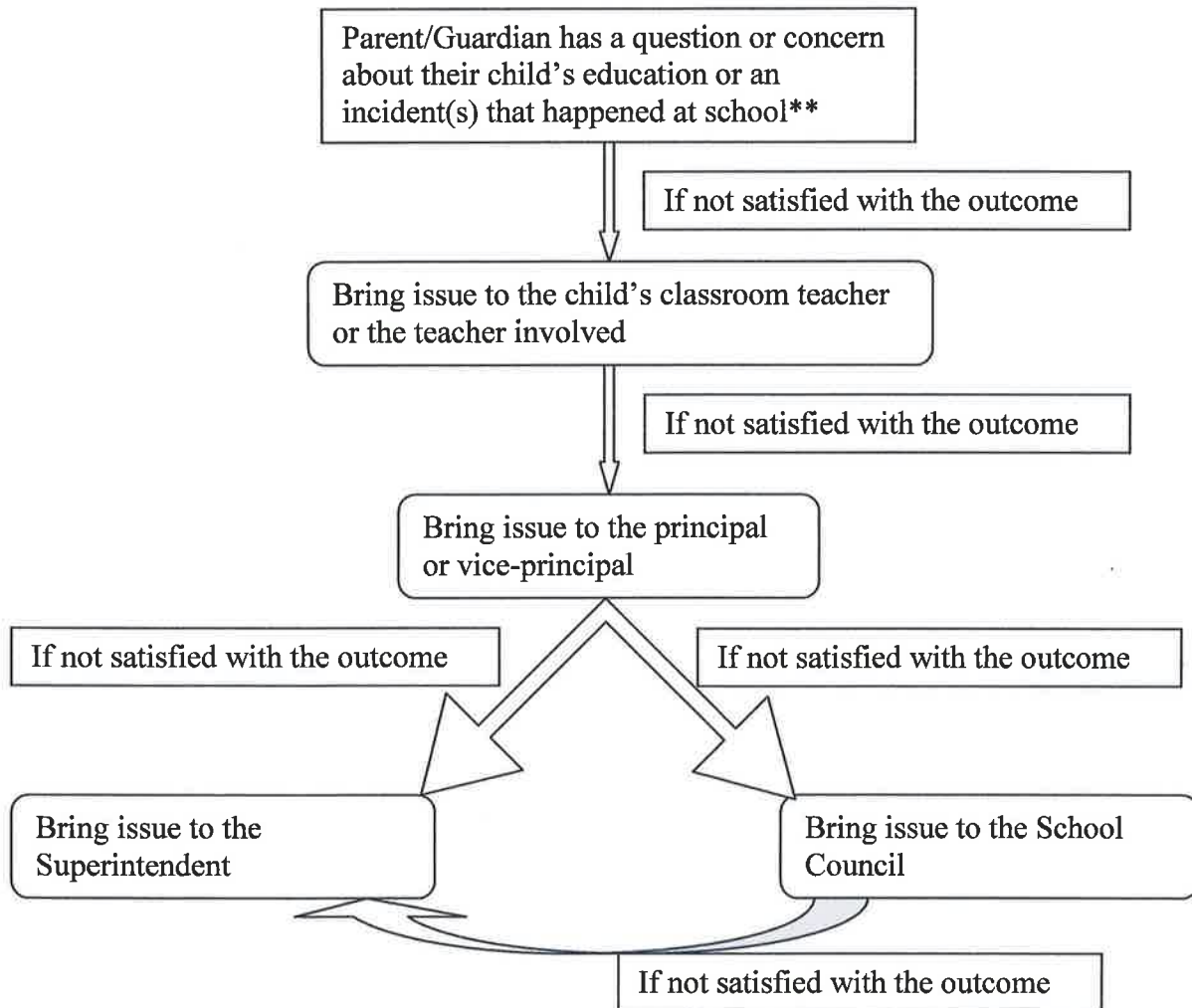
1. CKES administration, staff, school council, parent community and Department of Education staff recognize the value of working together to communicate, discuss and resolve issues in a proactive, collaborative manner for the benefit of all involved.
2. In effort to foster the school's values of *'Respect, Responsibility and Reaching Out'*, CKES School Council encourages all members of our school community to respect the varied roles and responsibilities of all members of the school community as well as the cultural diversity of our school.
3. School Council supports and encourages open and regular communication between a parent/guardian with their child's teacher as part of their shared responsibility in a child's education and learning.
4. School Council supports and encourages a respectful and collaborative approach to education and learning as well as to resolving any concern or dispute within our school community.
5. School Council respects that on occasion a concern, issue, misunderstanding or dispute may arise between parents, guardians, teachers, school council, school staff and school administration; therefore, School Council recommends that all members of the school community make best efforts to communicate openly and respectfully to resolve any matter in an effective and timely manner while maintaining discretion and the best interests of students at all times.

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- School Council follows the principles set out in 'CKES School Council - Roles, Goals and Guidelines' as part of their role and responsibility as representatives for parents/guardians and children in our school.

## General Process:



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\*\* Parent concerns about incidents involving CKES students on the bus should be brought directly to the CKES Principal or Vice-Principal.

## ► **Questions or Concerns of Parent/Guardian:**

If a parent/guardian has a question or a concern regarding their child's education and learning or a concern which may involve their child, another student or another class of the child, then the parent/guardian is to raise and discuss any question or concern with the child's classroom teacher or with the teacher involved.

If a parent/guardian has a concern that may involve students in more than one classroom, the school, school administration, or a matter that has been discussed with their child's classroom teacher but has not been resolved to the parent/guardian's satisfaction, then the parent/guardian is to raise and discuss the matter with a school administrator (the Principal or Vice-Principal ).

If a school council member is contacted by a parent/guardian regarding a concern involving their child, another student, a teacher, or the school; and, the parent/guardian has not raised the matter with their child's classroom teacher, then the school council member will encourage the parent/guardian to contact the child's classroom teacher.

If a school council member is contacted by a parent/guardian regarding a concern involving students in more than one classroom, the school, school administration, or a matter that has been discussed with their child's classroom teacher but has not been resolved to the parent/guardian's satisfaction; and, the parent/guardian has not yet raised the matter with the school administration (Principal or Vice-Principal) then, the school council member will encourage the parent/guardian to raise and discuss the matter with the school administration.

School Council recommends that the school administrator raise any potential concern or issue with School Council which may require involvement of School Council.

Parents/Guardians may bring matters under the purview of School Council directly to School Council. Such matters include, but are not limited to: activities of School Council, school policies approved by Council, locally developed curriculum, input into the school growth plan via Council, etc.

Parents/Guardians may bring matters under the purview of the Superintendent directly to the Superintendent. Such matters include, but are not limited to: the staffing allocation for the school, assignment of Educational Assistants, creation of an Individualized Education Plan for a specific child, other school programming, etc.

## ► **Procedure to Resolve a Dispute:**

If a parent/guardian has discussed a concern or issue with the child's classroom teacher and school administrator, but in the view of the parent/guardian the matter has not been resolved to their satisfaction, then the parent/guardian has two avenues to resolve the dispute:

- i) The parent/guardian may raise the matter with the Chair of School Council who will then obtain information from the parent/guardian in order to fully understand the issue. The Chair of School Council or School Council may discuss the matter with the school administrator to obtain further clarity on a matter and to resolve an issue to the satisfaction of the parent/guardian, If the parent/guardian considers the matter not yet resolved to their reasonable satisfaction, then School Council may convene a meeting between the

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- parent/guardian, school administrator, school council; and, if necessary, the superintendent, in order to address the issue or dispute in order to reach a mutually satisfactory solution, or
- ii) The Parent/Guardian may raise the matter directly with the Department of Education Superintendent assigned to CKES.

Matters which are directed to the School Council and not resolved to the satisfaction of the parent/guardian may then be referred to the Department of Education Superintendent.


### Review of Policy by School Council:

1. School Council is to review this policy at the beginning of each school year or as deemed required.
2. This policy is to be reviewed by School Council together with School Administration on an annual basis. If necessary, this policy will be amended under sec. 113 (1)(d) of the Education Act; and,
3. If necessary, an additional policy will be developed or another existing policy revised accordingly, in accordance to sec. 113 (1)(d) and 113(2)(e) of the Education Act.

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### **Approved by CKES School Council by Motion**

*Sec. 143(1), Education Act*

  
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**Valerie Royle**  
Chair, CKES School Council

  
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Date