

POLICY 390 RESOLVING CONCERNS

Purpose

The Board of Education (the “Board”) believes that open, direct communication between students, parents, and Chilliwack School District (“District”) staff helps resolve concerns.

This policy applies to concerns related to an employee’s action or decision, an educational program, a procedure, or a learning resource.

Procedure

Concerns should be handled in a respectful, confidential, and fair manner in the following order:

1. The employee.
2. The school principal.

If resolution is not reached at the school level, it may be referred to:

3. The Assistant Superintendent responsible for the school (please refer to [School Supervision](#))
4. The Superintendent of Schools (“Superintendent”).

Decisions made by employees that do not significantly affect the student’s education, health, or safety are within the final authority of the Superintendent.

If a decision significantly affects a student’s education, health, or safety and remains unresolved, the concern may be appealed to the Board using [Bylaw 4: Appeal Procedure](#).

