

Addressing Public Concerns

Administrative Procedure

Topic:	Addressing Public Concerns
Status:	Active
Effective:	September 2016
Revision Date:	September 2018, February 2024
Review Date:	February 2028
Responsibility:	Director of Education

Intended Purpose

The Halton District School Board's practice is that public concerns and questions should be addressed at the level closest to the issue. The following procedures have been established to help members of the public, staff and trustees address questions and/or concerns that arise. This procedure does not supersede or apply to any other administrative procedure where an escalation process is separately identified and/or defined.

Procedures

Students/Parents/Guardians should follow these guidelines for addressing questions or concerns regarding their child.

1. When a parent/guardian has a concern about their child's classroom or program, the issue should be addressed with the teacher.
2. If the parent/guardian is not satisfied with the teacher's response, the parent/guardian should address the concern with the school principal.
3. If the parent/guardian is not satisfied with the principal's response, the parent/guardian should address the concern with the Superintendent responsible for the school.
4. If the Superintendent is unable to satisfactorily resolve the matter, the parent/guardian should address the concern with the Associate Director.
5. If the Associate Director is unable to satisfactorily resolve the matter, the parent/guardian should address the concern with the Director of Education.

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Members of the public should follow these guidelines for addressing questions or concerns that are of an administrative or operational nature.

1. Concerns about a specific school should be addressed to:
 - a. the Principal responsible for that school; or
 - b. should the Principal not be able to resolve the matter, the issue should be directed to the Superintendent responsible for that school.
2. Concerns regarding a physical site (school/building) should be addressed with the Superintendent of Facility Services if not resolved by the principal or Superintendent of the school.
3. Concerns regarding Board finance should be addressed with the Superintendent of Business Services if not resolved by the Principal or Superintendent of the school.
4. Concerns regarding health and safety or staff should be addressed with the Superintendent of Human Resources if not resolved by the Principal or Superintendent of the school.
5. If the Superintendent is unable to satisfactorily resolve the matter, concerns may be addressed to the Associate Director who may then consult with the Director of Education on the matter.

Concerns regarding governance of the HDSB should be addressed through the [Communicating with Trustees and Delegating the Board Governance Procedure](#).

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Reference number: Pending

Cross-Reference:

Legislation

N/A

Ministry Policy & Program Memoranda

N/A

Board Policies, Procedures & Protocols

Communicating with Trustees and Delegating the Board

Communicating with Trustees and Delegating the Board Governance Procedure

Revision History

- March 6, 2024 - Administrative Procedure Report 24027
- September 2018