

## ***SUPERIOR-GREENSTONE DISTRICT SCHOOL BOARD***

<i>Section</i>	BOARD AND ADMINISTRATION		
<i>Policy Name</i>	LINES OF COMMUNICATION REGARDING COMPLAINTS		207
<i>Board Approved:</i>			
	April 19, 2016	<i>Reviewed:</i> April 5, 2016	<i>Review By:</i> December 2025
	February 22, 2012	January 30, 2012	<del>December 2024</del>
	March 21, 2006	January 27, 2006	
	March 12, 1999		

### ***POLICY***

This policy shall govern the handling of complaints from stakeholders and employees. It is the practice of Superior-Greenstone DSB that stakeholder and employee concerns and questions be addressed at the level closest to the issue and that they be resolved in a timely manner.

The Superior-Greenstone District School Board believes in an inclusive education system in which students, parents and other members of the school community are welcomed and respected. Superior-Greenstone DSB pledges to communicate effectively with parents/guardians, students, staff and stakeholders in order to provide them with the information they require to make informed decisions about student learning. We welcome parents/guardians as respected and valued partners within the school community.

We remain diligent in our goal to foster an inclusive and engaging work environment built on valuing diversity, trust and respect for all people. Superior-Greenstone DSB endeavours always to create a work and learning environment that inspires and supports our employees by striving to communicate effectively in a manner that is both transparent and timely, and in accordance with privacy and confidentiality to the extent feasible. We believe this approach; purposeful, ongoing, open exchanges of ideas and sharing information helps us to foster a collaborative, creative, solution-oriented environment that can support our shared goal for student success and well-being.

In order for communication to be effective in all manner of relationships an honest, two-way avenue must be fostered and it is important for participants to realize that decisions are based on established Superior-Greenstone District School Board policies, regulations and procedures.

### **REFERENCES**

#### **Education Act**

- Part XIII: Behaviour Discipline and Safety, Section 300
- Bill 8: Public Sector and MPP Accountability and Transparency Act, 2014

#### **Superior-Greenstone DSB Policies & Management Guidelines**

- Superior-Greenstone DSB Procedural Bylaws of the Board
- P-301 Student Transportation & Management Guideline
- P-520 Safe School Code of Conduct, and  
P-520 Safe School Code of Conduct Police & Schools Protocol Management Guideline
- P-525 Bullying Prevention and Intervention Strategies
- P-535 Progressive Discipline and School Safety and Management Guidelines
- P-536 Equity and Inclusive Education and Management Guideline
- P-717 Workplace Harassment and Management Guideline
- P-720 Workplace Violence and Management Guideline