

SUPERIOR-GREENSTONE DISTRICT SCHOOL BOARD

Section	BOARD AND ADMINISTRATION	
Policy Name	LINES OF COMMUNICATION REGARDING COMPLAINTS	207
<i>Board Approved:</i>	<i>November 17, 2020</i>	<i>Reviewed:</i>
	<i>April 19, 2016</i>	<i>November 3, 2020</i>
	<i>February 22, 2012</i>	<i>April 5, 2016</i>
	<i>March 21, 2006</i>	<i>January 30, 2012</i>
	<i>March 12, 1999</i>	<i>January 27, 2006</i>
		<i>Review By: December 2025</i>

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.~~

The Superior-Greenstone District School Board (SGDSB) is committed to ensuring that stakeholder and employee concerns are addressed at the level closest to the issue and resolved in a respectful and timely manner. Communication will be open, transparent, and in alignment with SGDSB policies, collective agreements, and applicable legislation.

All participants are expected to engage in respectful, professional, and solution-focused dialogue. Concerns and complaints will be acknowledged promptly, addressed within a reasonable timeframe, and handled in accordance with privacy and confidentiality requirements.

Rationale

SGDSB believes in an inclusive education system where students, parents/guardians, staff, and community members are welcomed, respected, and valued as partners in education. Effective communication strengthens trust, supports positive relationships, and contributes to student success and well-being.

By fostering honest, two-way communication, SGDSB encourages purposeful, ongoing exchanges of ideas and collaborative problem-solving. This approach helps to build a respectful work and learning environment that values diversity, equity, and inclusivity, while ensuring decisions are guided by established policies and procedures.

Scope

This policy applies to all stakeholders of SGDSB, including but not limited to:

- Students and their families
- SGDSB employees
- Community members and partner organizations

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