


Administrative Procedure Inquiries and Concerns	
	Department: School Operations
	Approved by: Leadership Council
	Date Approved: January 22, 2024
	Revision Date(s):
	Review Date:
	External References • <i>The Education Act, 1995</i>
	Internal References • Inquiries and Concerns Flowchart • Services for Students with Diverse Needs Administrative Procedure

Purpose

- This administrative procedure aims to establish a structured and transparent process for Saskatchewan Distance Learning Centre (Sask DLC) in addressing inquiries and concerns from parents, guardians and members of the public. The procedure aims to ensure timely and effective resolution of concerns while maintaining a positive and supportive learning environment.

Scope

- This procedure applies to parents, guardians, staff, and any other stakeholder associated with Sask DLC. It covers inquiries and complaints related to various aspects of Sask DLC’s operations, including but not limited to curriculum, instruction, technical issues, administrative matters, behavior, and interactions.

Policy Statement

- Sask DLC is committed to providing a platform for open communication, addressing inquiries, and resolving concerns in a fair, respectful and efficient manner. Sask DLC strive to maintain a collaborative and constructive atmosphere where all stakeholders’ concerns are acknowledged, investigated and resolved appropriately.
- Sask DLC supports the right of parents, guardians, and members of the public to make inquiries into the conduct of operations of Sask DLC. In the interest of open communication, the Chief Executive Officer (CEO) believes that inquiries must first be directed to the staff members most directly involved in the operations in question. If the parent, guardian, or member of the public is not satisfied with the response at that level, they are encouraged to follow the lines of authority as appropriate.

Procedures:

1. General Inquiries

- a) In making a formal inquiry, the individual must be prepared to address their concern in person, by phone/video call or in writing to the person or persons involved.
- b) If the individual feels their concern has not been adequately addressed by the person against whom the complaint has been lodged, the concerns are to be taken to that person's immediate supervisor.
- c) Upon receiving an inquiry, the CEO or designate will ascertain if all local avenues for resolution have been considered. If not, the individual may be advised to do so as the first means of achieving resolution.
- d) If all local avenues have been exhausted, the CEO or designate will meet with the individual and campus principals or department managers to resolve the issue.
- e) Complaints concerning operations can be resolved with the parties involved. On occasion the CEO may receive a request to intervene in campus or departmental affairs. In this event the complaint will be resolved according to the following:
 - i. The CEO or designate will, as appropriate in the circumstance, refer a complaint or request for intervention to the campus or department, engage in mediation, or conduct an inquiry.
 - ii. The CEO or designate will ensure that parents or members of the public are provided with the opportunity to express their concerns and be heard fairly by campus principals and/or by Sask DLC executive team.
 - iii. If resolution of the issue is not achieved at the Chief Executive Officer level, the individual shall be advised of their right to a hearing by the Ministry of Education if the matter significantly affects the education of a student.

2. Student with Intensive Needs- Designation, Placement or Program Inquiries

- a) The parent or guardian contacts the campus-level team respecting a student's designation, placement, or program by contacting the Campus Principal. Every effort will be made to resolve concerns at this level.
- b) If there is no resolution, the parent or guardian will involve the Superintendent of Student Services.
- c) If there is no resolution, the parent or guardian may involve the CEO.
- d) If there is no resolution, the CEO may arrange for the appointment of a mediator trained in mediation to assist the parties. In making such decisions the CEO shall consider the following:
 - i. the wishes of the parents or guardians and their willingness to engage in the process;
 - ii. depending on the maturity of the students, the wishes of the students and student's willingness to engage in the process;
 - iii. the nature of the issues in question;
 - iv. other processes available to and/or undertaken by the parties;
 - v. time constraints that might affect the educational programming to be provided to the students;
 - vi. availability of mediators; and,
 - vii. any other factors that the CEO may reasonably consider relevant to that matter.

- e) The Mediator shall invite the parents, and the CEO or designate plus any other parties that the Mediator believes will assist in a resolution of the issues to attend at least one mediation session. Further sessions may be scheduled if agreed to by the CEO and the parent/guardian.
- f) All reasonable costs associated with the mediation will be covered by Sask DLC.
- g) The parent/guardian may at any time request a formal review pursuant to section 178.1 of *The Education Act, 1995* and upon such a request being made the informal mediation process shall terminate.