PROCESSING PUBLIC CONCERNS

Scope

This policy outlines a process for addressing concerns/complaints under the jurisdiction of the Board.

Purpose

The Cape Breton-Victoria Regional School Board shall make available to its public a form for the prompt and fair adjudication of concerns or complains.

Policy Statement

It is the policy of the Cape Breton-Victoria Regional School Board to recognize, investigate and resolve individual or group concerns. Concerns related to the operation of schools should be first directed to school administration for resolution. Concerns outside the operation of school or unresolved concerns at the school level should be processed using the “Request For Resolving Public Concerns” form.

Cross Reference

Authorization

The policy has been authorized by the Board under motions number 99-355.

Responsibility

It is the responsibility of the Director of Programs and Student Services to ensure that this policy and administrative procedures are implemented.

Implementation

The Coordinator of School Services will implement the policy and administrative procedures.
Procedures

The following procedures are to be followed:

1) Prior to an individual or group filing a concern, the principal should attempt to resolve the concern at the school level.

2) If successful resolution is not achieved, the “Request for Resolving Public Concerns form” should be provided by the principal to the individual filing the concern.

3) Steps outlined on the form are to be followed.

Associated Forms

Request for Resolving Public Concerns form #PC(A) & #PC(B)

Policy Review

This policy will be reviewed by the Director of Programs and Student Services within three years from this authorization date.

Distribution

Board Members
All Policy Manual Holders
REQUEST FOR RESOLVING PUBLIC CONCERNS

This form is to be prepared by an individual or group from the public who wishes the Cape Breton-Victoria Regional School Board to process a concern.

I(we) wish to have the Cape Breton-Victoria Regional School Board process my(our) concern about the following:

____________________________________________________________________

____________________________________________________________________

Date

1. These are my(our) specific concerns:

____________________________________________________________________

____________________________________________________________________

2. I(we) have reviewed/discussed these concerns with the following school personnel (Please indicate names if applicable):

____________________________________________________________________

____________________________________________________________________

3. My(our) recommendation for resolving this concern is:

____________________________________________________________________

____________________________________________________________________

4. Additional Comments:

____________________________________________________________________

____________________________________________________________________

______________________________________

Name (Please Print)

______________________________________

Signature

______________________________________

Telephone

______________________________________

Address

Please forward to: Coordinator of School Services
Cape Breton-Victoria Regional School Board
275 George Street, Sydney, NS B1P 1J7
Fax: (902) 567-6293
REQUEST FOR RESOLVING PUBLIC CONCERNS

DATE COMPLETED: ____________________

STEPS:

1. Coordinator of School Services forwards concern to principal for resolution if appropriate at school level.

   a) Principal gives copy to appropriate personnel.

   b) Principal attempts to resolve at school level.

   c) Upon resolution, principal sends documentation to Coordinator of School Services.

   d) If concern is not resolved, principal will contact the Coordinator of School Services.

______________________________
Signature of Principal