Public Concerns

PR COM 05-01 - Public Concerns

Parent/Guardian or Community Member Concern

Individual Concerns
School or Student Related Issues

School Level

- **Classroom Educator**
- **School Principal**

If the concern is not resolved, it may be escalated to the Board level.

- **Superintendent***
- **Director's Office**

48 hour or 2 business day response time
(timelines adjusted during closures)

*For Human Rights concerns, please see *Human Rights Resolution Process.*

System Level Concerns
Concerns with Broader System Impact

Parents/Guardians and Community Members may chose to bring **concerns affecting the broader school community to:**

- **Superintendent**
- **Director's Office**
- **Trustee/Board Meetings**

Important Information:

This process supports resolution of concerns but does not replace legislated or Board-approved complaint or appeal processes. Acknowledgment confirms receipt of concern, not resolution. Records may be maintained in accordance with Board practices, and supports are available where needed.

Governance

- **Trustees** Policy and Budget Decisions
- **Director's Office** Operational Implementation

DDSB