

Addressing Public Concerns

Administrative Procedure

Topic:	Addressing Public Concerns
Status:	Active
Effective:	September 2016
Revision Date:	September 2026
Review Date:	September 2030
Responsibility:	Chief Executive Officer

Intended Purpose

The Halton District School Board directs concerns and questions to the level closest to the issue, allowing those with knowledge of, and influence over, the situation to respond. Where an issue cannot be resolved at that level, other staff may be involved to address the concern. The following procedures have been established to help members of the public, staff and trustees address questions and/or concerns that arise. This procedure does not supersede or apply to any other administrative procedure where an escalation process is separately identified and/or defined.

The HDSB is committed to creating and sustaining spaces where listening, understanding, respect and civility guide our interactions.

Procedures

Students and parents/guardians should follow these guidelines for addressing questions or concerns.

1. When a parent/guardian has a concern about their child's classroom or program, the issue should be addressed with the teacher.
2. If the parent/guardian is not satisfied with the teacher's response, the parent/guardian should address the concern with the school Vice Principal (if applicable).
3. If the parent/guardian is not satisfied with the Vice Principal's response, the parent/guardian should address the concern with the Principal responsible for the school.
4. If the parent/guardian is not satisfied with the Principal's response, the

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parent/guardian should address the concern with the Superintendent responsible for the school.

5. If the parent/guardian is not satisfied with the Superintendent's response, the parent/guardian should address the concern with the Student and Family Support Office.

Members of the public should follow these guidelines for addressing questions or concerns that are of an administrative or operational nature.

1. Concerns about a specific school should be addressed in accordance with these guidelines:
 - a. To the Vice Principal (if applicable) responsible for that school.
 - b. If the individual is not satisfied with the Vice Principal's response, the issue should be directed to the Principal responsible for that school.
 - c. If the individual is not satisfied with the Principal's response, the issue should be directed to the Superintendent responsible for that school.
2. Concerns regarding a physical site (school/building) should be addressed with the Superintendent of Facility Services if not resolved by the Principal or Superintendent of the school.
3. Concerns regarding staff should be addressed with the Superintendent of Human Resources if not resolved by the Principal or Superintendent of the school.
4. Concerns regarding Board finance and/or transportation should be addressed with the Superintendent of Business Services if not resolved by the Principal or Superintendent of the school.
5. Concerns regarding system wide issues, or if an individual is not satisfied with a Superintendent's response, should be addressed through the Student and Family Support Office.

The HDSB will acknowledge parent/guardian inquiries within two business days and address an inquiry within five business days. In the event that an inquiry cannot be fully addressed within five business days, the HDSB will provide a response and an estimated date of resolution.

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Contact with the Board of Trustees should be in accordance with the Communicating with Trustees and Delegating the Board Governance Procedure.

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Cross-Reference:

Legislation

N/A

Ministry Policy & Program Memoranda

Policy/Program Memorandum 170

Board Policies, Procedures & Protocols

Communicating with Trustees and Delegating the Board

Communicating with Trustees and Delegating the Board Governance Procedure

Revision History

- September 2026 - To include the Student and Family Support Office process, as mandated by the Ministry of Education.
- October 2024
- March 2024
- September 2018