



Pathway for Communication & Concerns

Purpose

This document was created to provide a clear process and pathway for parents, students or community members to communicate and/or share concerns with the Calgary Changemaker School so as to reach a resolution in a candid, cooperative and timely manner.

Our guiding principles regarding communications and concerns:

- Communications are brought forth and dealt with in a courteous, respectful and constructive manner by all parties.
- The best communications come from parents, students and/or community members working together collaboratively with the Changemaker School staff.
- Concerns and complaints are best addressed at the earliest signs of a problem and best resolved in a timely manner with the individuals who are as close to the source of the concern or complaint as possible.
- Concerns and complaints are best addressed in an *in-person, telephone or Zoom* meeting where possible. The process should begin with an e-mail at the appropriate contact level (see page 3) that outlines the context of the concern or complaint.
- The Personal Information Protection Act (PIPA) applies to all private schools and their school authorities (society/boards). The Freedom of Information and Privacy Act (FOIP) applies to any records in the custody and/or control of the Government of Alberta and Alberta Education. *Staff members are unable to share any personal information about students or an individual's behaviours at school with anyone other than their parents or legal guardians.*
- The identity of those who have brought forth any concerns or complaints will always be kept confidential from students, parents and outside community members. However, certain topics may require collaboration or support. Disclosure to other employees, the admin team and/or the Board will be up to the professional discretion of the staff members involved.
- An individual's concern will be given respectful attention while also considering the **needs of the student(s)**, the **needs of the school community as a whole**, and while upholding the integrity of the Calgary Changemaker School & Calgary Changemakers in Education Society's **mission and vision**.



Communication Category	Contact LEVEL 1 <i>This is the first step required in resolving a concern.</i>	Contact LEVEL 2 <i>Level 2 is the next step, if needed.</i>	Contact LEVEL 3 <i>Level 3 is for grave concerns.</i>	Contact LEVEL 4 <i>Must be in writing and include all steps taken prior.</i>
<ul style="list-style-type: none"> Teacher-student relations. Classroom management or teaching style. Peer-to-peer relations. Academics or extra supports specific to your child. Classroom & outdoor activities or assignments. Minor safety/health. Report Cards & IPPs. 	Homeroom teacher and/or co-curricular teachers where applicable.	Vice Principal Mr.Darin Bullivant or Principal Ms.Christine Avey	Head of School Ms.Kristi Kraychy	Board of Directors
<ul style="list-style-type: none"> Admissions. Waitlists. Class Lists. 	Executive Assistant/Director of Admissions Joanne Fantuz	Head of School Ms.Kristi Kraychy	N/A	N/A
<ul style="list-style-type: none"> Lost & Found. Attendance/absences. Copies of school documents. Changes to medication or contact information. 	Executive Assistant/Director of Admissions Joanne Fantuz	Homeroom teacher and/or co-curricular teachers where applicable.	Vice Principal Mr.Darin Bullivant or Principal Ms.Christine Avey Or Head of School Ms.Kristi Kraychy	N/A
<ul style="list-style-type: none"> Student Success Plans. Suspension/Expulsion. 	Vice Principal Mr.Darin Bullivant or Principal Ms.Christine Avey	Head of School Ms.Kristi Kraychy	N/A	Board of Directors
<ul style="list-style-type: none"> School/Society Operations School/Society Policies Major Safety/Health Student/Family Emergency or Crisis 	Head of School Ms.Kristi Kraychy	N/A	N/A	Board of Directors



Pathway for Communications and Concerns: Resolution Levels

Every effort should be made by all parties to communicate and resolve any concerns at the first level of the process.

LEVEL 1 When a parent, student or community member needs to communicate with the school and/or has a concern or complaint, the first step is to raise the issue with the school employee that is closest to the matter. ***(Please use the guide on page 2)***. The employee(s) involved shall make every effort to follow up with the individual regarding the concern or complaint in a timely manner. Please allow up to 24-hours on school/business days for a response. *(Please note, teachers and other school employees are not available on weekends and school holidays)*.

LEVEL 2 & 3 If a resolution is not reached at LEVEL 1, the individual may then direct the concern or complaint to LEVEL 2 followed by LEVEL 3 via e-mail and the administrative team and/or appropriate staff members shall make every effort to meet with the individual to discuss the concern in person, on the phone or via Zoom.

LEVEL 4 In **grave** circumstances and if the matter can not be resolved after working through all other levels, the individual may choose to present their concerns in writing to the Board of Directors. The written documentation shall outline:

- a) the nature of the complaint/concern; and
- b) the steps already taken at the previous levels to resolve the matter directly with the employee(s) involved; and
- c) a proposal for resolution.

The Board of Directors will review the documentation and may meet with all individuals involved to ensure the issue is fully understood. The Board of Directors shall communicate their decision on resolution of the concern or complaint in writing, including a rationale for the decision, within 15 business days from the date that the concern was brought to the Board. **All decisions made by the Board of Directors will be final and are not subject to further review or appeal.**