

CHANNELS OF COMMUNICATION

Background

In an organization with several levels of bureaucracy, it is important for elected officials, administrative staff and stakeholders to understand the formal lines of communication within the organization. This facilitates effective resolution of problems and prevents various levels of the organization from giving “mixed messages” or working at “cross purposes”.

The Division supports the maintenance of a viable communication system that recognizes the following chain of command:

Staff member > Principal > Superintendent > Board

Procedures

1. Staff members wishing to inform the Board members about activities and events in the school will do so through the principal and Superintendent.
2. Staff members may bring information of significant importance (examples would be suspected fraud or illegal activities) to the attention of the Board of Trustees without opening themselves up to reprisals in accordance with AP 492 – Public Interest Disclosure (Whistleblower Protection.)
3. Trustees or administrators receiving complaints from parents, groups or community members will respect the preceding lines of communication.
4. Trustees, administrators and staff will respect the established lines of communication associated with the work of Board-appointed committees.
5. When dealing with complaints the following procedures shall normally be followed:
 - 5.1 encourage the plaintiff to first discuss the complaint directly with the person against whom the complaint is made;
 - 5.2 if the matter is not resolved to the satisfaction of the plaintiff, the next level of the structure is to be contacted, e.g., if the complaint is with a teacher, the principal is to be the next contact, if the complaint is with the principal, the Superintendent is to be contacted;
 - 5.3 failing a resolution by the Superintendent, the plaintiff is encouraged to write a letter to the Board explaining his/her concern, along with their suggestion for resolution; and
 - 5.4 failing resolution at the Board level, the plaintiff shall be informed of his/her rights to appeal the Board decision under Sections 123, 124 and 125 of the School Act.
6. The Superintendent and school based administration will ensure that staff is aware of and follow these established channels of communication.

Reference: Section 20, 48, 60, 61, 113, 123, 124, 125, School Act

Policy 13 – Appeals and Hearings Regarding Student Matters
Public Interest Disclosure (Whistleblower Protection) Act