

**Public Concerns**

Constructive criticism of the St. James-Assiniboia School Division schools is welcomed by the Board of Trustees whenever such criticism is motivated by a sincere desire to improve the quality of the educational program or to equip the school system to carry out its mission more effectively.

In the interest of handling all concerns fairly and expeditiously, the Board has established the following guidelines:

1. Whenever a concern is made directly to the Board as a whole or to an individual board member, the individual or group involved will be advised to take their concern to the appropriate school staff member. This could be a teacher, a supervisor, a principal, a central office administrator, or the Superintendent/CEO.
2. The individual or group will be advised of the proper channeling of concerns which is as follows:
  - a) Teacher
  - b) Principal
  - c) Senior Administration
  - d) Board of Trustees

The Board of Trustees will address concerns only after they have been explored at the appropriate administrative level according to the above sequence. Exceptions are concerns that exclusively address board actions or board operations.

3. If a Board member receives a concern and has reason to believe that the person or persons involved will not go to the source of the problem, he should inform the Superintendent/CEO of the situation. In no case should the Board member go to the source of the problem himself unless so directed by a quorum of the Board in legal session.
4. An individual or group who wishes to address the Board must notify the Superintendent/CEO in writing ten (10) days in advance of the Board Meeting at which the individual or group wishes to appear. (as outlined in the Handbook for Delegations BEDH and BEDH-E-1)

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5. Board members who receive questions from residents of the Division should:
  - a) answer the question if they definitely know the answer;
  - b) advise the Superintendent/CEO of the conversation if the Board member believes the question has policy implications;
  - c) advise the person or persons involved to take their question or suggestion to the appropriate staff member if the answer is not definitely known;
  - d) call the Superintendent/CEO for the answer if the Board member believes the question or suggestion has merit but the person or persons involved are reluctant to go to the source.
6. Board members shall refer suggestions directly to the Superintendent/CEO or a member of Senior Administration for consideration and action.
7. Correspondence (letters and e-mails) received by the Board may be placed on the Board agenda for the Board meeting in accordance with the procedure set out in the Board's Organizational By-Law.

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