

STUDENT AND PARENT COMPLAINTS AND GRIEVANCES**Background**

The school is committed to ensuring a fair and equitable process for hearing and addressing student and parental complaints. The school is committed to just and careful procedures for adjudicating and resolving complaints.

Procedures**1. General**

- 1.1. Complaints are to be addressed in a timely and appropriate manner.
- 1.2. The school shall provide and make readily available AP 152.1 to all parents and students through the following methods.
 - 1.2.1. AP 152.1 must be included in the registration package for all new and returning students; and,
 - 1.2.2. AP 152.1 must be posted in a public, easily accessible location for students and parents.
- 1.3. Efforts to address and/or redress complaints have to be carefully documented to ensure and enhance a fair and consistent response.
- 1.4. Complaints regarding school operation and treatment of students may be made by:
 - 1.4.1.1. A parent or guardian who is acting on behalf of the student.
 - 1.4.1.2. Any student who is currently attending or has attended the school.
- 1.5. In the event of a dispute at the school, the student's teacher is to be the first person to hear and address any complaint or grievance from a student or parent.
- 1.6. If the complaint cannot be resolved with the teacher, the principal is to be contacted.
- 1.7. If a complaint cannot be resolved with the principal, the student or parent may contact the school Director to seek resolution. Complaints may be made directly to the designated school Director in the event of a conflict of interest with the principal.
- 1.8. If a complaint cannot be resolved with the school Director, the student or parent may make a written statement of the complaint to the Board.
 - 1.8.1.1. Complaints against the school Director of Education may be made directly to the Board.
 - 1.8.1.2. Complaints may be made directly to the Board in the event of a conflict of interest with the school Director of Education.
- 1.9. In instances where the concerned individual is not comfortable approaching the principal or school Director, they may contact the Director of Independent Schools at the Ministry of Education.
- 1.10. In instances where there is a question of misconduct or incompetence of a registered teacher, the complainant shall also report the behavior to the Saskatchewan Professional Teachers Regulatory Board.

1.11. In instances where there is a question of criminal activity, such as but not limited to assault, abuse, theft, or fraud, the complainant shall also report the activity to the police.

Reference:

Section 85, 87, 148, 151 The Education Act, 1995

APPENDIX A: CONTACT INFORMATION FOR STUDENTS AND PARENTS.

Background

Students and parents from Independent Schools have access to a number of supports provided by the provincial government. While not a comprehensive list, the services listed below are important resources students and parents can access if they have concerns or challenges.

School Contact Information:

Principal:	Ann Cook	Telephone:	306-291-6439	Email:	ann.cook@flexed.ca
School Director:	David Cook	Telephone:	306-222-6578	Email:	director@flexed.ca
Board Chair:	David Cook	Telephone:	306-222-6578	Email:	director@flexed.ca
Website:	www.flexed.ca				

Ministry of Education: Program Branch (Director of Independent Schools) – has responsibility for the supervision and administration of Independent Schools in Saskatchewan.

Telephone: 1-306-787-5186
Email: programsed@gov.sk.ca

Saskatchewan Advocate for Children and Youth – an independent officer of the Legislative Assembly of Saskatchewan – leads a team of professionals to advocate for the rights, interests, and well-being of children and youth in Saskatchewan.

Website: <http://www.saskadvocate.ca>
Telephone: 1-800-322-7221 or 1-306-933-6700
Email: contact@saskadvocate.ca

Kids Help Phone – a confidential 24/7 mental health service that provides mental health tips and information, crisis support, and professional counseling.

Website: <https://kidshelpphone.ca>
Telephone: 1-800-668-6868
Text: 686868

Healthline 811 – a confidential 24-hour health, mental health, and addictions advice, education, and support line available to anyone in Saskatchewan

Telephone: 811

Saskatchewan Professional Teachers Regulatory Board – responsible for certification of Saskatchewan teachers and maintaining standards of conduct and competence.

Website: <http://sptrb.ca>
Telephone: 1-844-254-2230 (toll-free) or 1-306-352-2230
Email: general@sptrb.ca