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PARENT APPEAL PROCESS

Purpose:

Khalsa School has always prided itself on its excellent relationship with their parents. Parents send their children here because they believe that this school provides exceptional academic programs, besides teaching the Sikh religion, Sikh culture, and the Punjabi Language. The growth of this school in the past few years is an indication of parents' confidence in the staff and Board of Trustees in providing a well-rounded education for their children.

There are, however, in every large educational institution, situations which arise where parents may have legitimate complaints or concerns. To alleviate parents' stress in any situation that may arise and to protect the well-being of all concerned – administration, staff, students and parent – this school has a Parent Appeal Process. This Parent Appeal Process reflects the principles of procedural fairness and national justice. The Appeal Process is intended to be used only when issues are not resolved between the parties directly involved.

Scope:

The Administration and the Board of Trustees will make effort to solve complaints or concerns presented to them by the parents of our students. When the efforts of the parties involved have not been successful, the following Parent Appeal process shall be followed:

Policy:

Parent Appeal Process

TO THE HEAD-TEACHER/VICE PRINCIPAL/PRINCIPAL: Should a situation arise where a parent has a legitimate complaint or concern against a student, teacher, bus driver, other school employee, school volunteer, or a concern with school policy on any issue, the parent is asked to contact the campus administrator, or his/her designate, either by phone or in person, and register the complaint/concern. The parent(s) may be asked to meet with the administrator in person or provide a written report.

The administrator, or his/her designate, will assure the parent(s) or guardian(s) that the complaint/concern will be looked into and if possible make an arrangement for a meeting with the teacher or other staff member (against whom the complaint is made) and the parent(s)/guardian(s). The administrator, or his/her designate, should be present as mediator

and will listen objectively to both sides. If the complaint is about school policy on any issue, the administrator or his/her designate will arrange a meeting with the parent(s)/guardian(s).

Should the complaint concern the senior campus administrator, the parent(s)/guardian(s) should contact the Director of Education.

TO APPEALS COMMITTEE: Should the parent(s)/guardian(s) still not be satisfied with the outcome after meeting with the administrator or Director of Education, or his/her designate, and having met with the employee (against whom the complaint is made), a complaint can be made to the Appeals Committee. The appeal will be considered by the committee by convening a special meeting on the matter. After having read all documentation from the parents, the employee (against who, the complaint is made), and the School Administration, the parent(s) and the employee may be contacted to meet with the Appeals Committee, if necessary, before a final decision is made.

- The committee may convene conference and review all documentation presented by both parties before the appeal date.
- A copy of all documentation may be provided by both parties in advance of the appeal hearing.
- Each party may be allowed to bring witnesses.
- The parent/guardian may withdraw his/her appeal at any time during the appeal process.
- No appeals committee member shall serve on the appeals committee considering an appeal for which he/she initiated the action/decision toward the employee.
- The Board's decision regarding the appeal is final at the school level.

TO OMBUDSPERSON: Should the parent(s) be not satisfied with the outcome of the appeal; complaint can be made to the Ombudsperson. The parents can contact FISA and can proceed to appeal to the Ombudsperson after getting all the information from FISA. The decision of the Ombudsperson will be final and binding on all parties.