

REGULATION #10500.1

PUBLIC REQUESTS AND/OR COMPLAINTS

In an attempt to resolve issues at the right level within the organization, parties should make the appropriate contact within the various parties as outlined below.

1. RE: SCHOOLS

Persons submitting requests and/or complaints (other than *School Act* appeals) relative to a specific school shall be referred to:

- a) The administrative officer of the school. If the matter is not resolved, then
- b) The assistant superintendent for the school will become involved. If the matter is not resolved, then
- c) The deputy superintendent or superintendent of schools will become involved. If the matter is not resolved, then, where appropriate, the matter will be referred to the Surrey Board of Education. All such requests and/or complaints filed with the school board shall be made in writing, and should be addressed to the secretary-treasurer;*
- d) Where an incident comes to the attention of a senior manager, either through anonymous correspondence or other communication, the senior manager may act on the concern or issue with the appropriate personnel.

2. RE: SCHOOL DISTRICT

Persons submitting requests and/or complaints regarding the operation of the School District shall be referred to:

- a) The appropriate department or supervisor or staff member. If satisfaction is not received, then
- b) The associate/assistant superintendent, deputy superintendent, and/or secretary-treasurer, as applicable, will become involved. If the matter is not resolved, then the matter will be referred to
- c) The superintendent of schools. If satisfaction is not received, then, where appropriate, the matter will be referred to the board. All such requests and/or complaints made to the board shall be made in writing, and should be addressed to the secretary-treasurer;*

REGULATION #10500.1
PUBLIC REQUESTS AND/OR COMPLAINTS

- d) Where an incident comes to the attention of a senior manager, either through anonymous correspondence or other communication, the senior manager may act on the concern or issue with the appropriate personnel.

Note: Where an employee can be identified in any letter of complaint directed to the board, the correspondence shall be dealt with according to [Regulation #10500.2 – Correspondence Addressed to the Board or Board Chairperson](#) at a Special (In-camera) meeting of the board.

Revised: 2000-10-12

1987-11-26

Approved: 1982-05-10