BOARD OF EDUCATION
BURNABY
SCHOOL DISTRICT 41

ADMINISTRATIVE PROCEDURES #107

RESOLVING CONCERNS, COMPLAINTS, AND ISSUES

BACKGROUND

The Burnaby School District recognizes that concerns, complaints, and issues may arise related to school and District operations, programs, resources, student matters, and decisions made by District employees. The District values strong partnerships with parents, guardians, students, and the broader community, and is committed to working collaboratively to resolve concerns in a constructive manner.

The purpose of this Administrative Procedure is to provide a clear and consistent process for addressing and resolving concerns and complaints, support respectful and collaborative problem-solving, clarify roles and responsibilities, ensure alignment with the *School Act* and Board policy, and preserve the right to appeal decisions where applicable. This Administrative Procedure is intended to be read alongside the District's Working Together to Resolve Concerns process, available on the Burnaby School District website.

PROCEDURES

This procedure applies to concerns and complaints related to school and District-level personnel, programs, resources, student matters, and school and District policies and procedures. This procedure does not replace other legislated or contractual processes.

Every effort should be made to resolve concerns at the earliest possible stage through respectful, fair and timely communication in accordance with the District Code of Conduct.

The following steps outline the appropriate process for resolving concerns:

1. Teacher, School Staff or Classroom Level Concerns
    a. Discuss the matter directly with the school staff member involved in the concern.
    b. If not resolved, discuss the concern with the Vice-Principal or Principal.
    c. If the concern remains unresolved, consultation may occur with a member of District administrative staff (e.g., a Director of Instruction and/or an Assistant Superintendent) who will participate to assist in achieving a resolution.
    d. If the concern remains unresolved, and it involves a decision (or a failure to make a decision) that significantly affects the education, health, or safety of a student, a parent and/or guardian may request an appeal under Policy #9 Appeal of Decisions Bylaw. The completion of all steps should not be a barrier to initiating an appeal. Appeals are initiated by a written request (notice of appeal) to the Superintendent in accordance with Policy #9 Appeal of Decisions Bylaw.

2. Principal / Vice-Principal or School Level Problem
    a. Discuss matter directly with the Principal/Vice-Principal involved in the concern or school level issue.
    b. If not resolved, refer to the Director of Instruction or Assistant Superintendent or designate.
    c. If the concern remains unresolved, and it involves a decision (or a failure to make a decision) that significantly affects the education, health, or safety of a student, a parent and/or guardian may request an appeal under Policy #9 Appeal of Decisions Bylaw. The completion of all steps should not be a barrier to initiating an appeal. Appeals are initiated by a written request (notice of appeal) to the Superintendent in accordance with Policy #9 Appeal of Decisions Bylaw.

3. District Level Concerns
    a. Discuss the matter with the personnel involved.
    b. If not resolved, refer to the Director of Instruction or Assistant Superintendent or designate.
    c. If the concern remains unresolved, and it involves a decision (or a failure to make a decision) that significantly affects the education, health, or safety of a student, a parent and/or guardian may request an appeal under Policy #9 Appeal of Decisions Bylaw. The completion of all steps should not be a barrier to initiating an appeal. Appeals are initiated by a written request (notice of appeal) to the Superintendent in accordance with Policy #9 Appeal of Decisions Bylaw.

To support early resolutions, parties are encouraged to clearly describe the concern, identify the desired outcome, and share relevant information in confidence with those who need it to address the matter.

Expectations for Conduct

All interactions must be conducted in a manner consistent with the District Code of Conduct. Parents and/or guardians are expected to communicate respectfully and follow established processes. Conduct from parents and/or guardians that threatens, intimidates, harasses, or interferes with the safe and effective operation of schools will not be tolerated and may result in communication boundaries or other actions consistent with District policy.

Privacy and Confidentiality

The District is committed to protecting personal and confidential information. Information will be collected, used, and shared only as necessary and in accordance with the Administrative Procedure #302 Privacy Management Program.

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Date Adopted:	2026-06	Cross References:	School Act
Date(s) Revised:			District Code of Conduct
			Policy #9 Appeal of Decisions Bylaw
			Working Together to Resolve Concerns
			AP #302 Privacy Management Program

Steps To Resolve a Concern

