Garibaldi Secondary School Complaint Policy

GSS Mission Statement

Our primary purpose is to enable all our students to develop their individual potentials and to acquire the knowledge, skills and attitudes needed to become self-reliant, self-disciplined, socially and environmentally responsible participants in a democratic global society.

Maple Ridge Pitt Meadows School District #42 has developed guidelines to help prevent and/or resolve conflicts. The recommended steps to follow in case of an issue or concern. are outlined below. Additional details can be found on the school district website https://www.sd42.ca/appeal-process/ .

School District #42 encourages parents/guardians and/or students to bring another individual (a relative or a trusted friend or advocate) to meetings at any step of the process. Students are encouraged to communicate with the classroom teacher regarding initial concerns prior to engaging in the following steps.

STEP 1 - Talk to your student's teacher. Discuss the issue with the person who made the decision or took the action you are concerned about (e.g. classroom teacher, MYP coordinator, DP coordinator). Issues can usually be solved at this level but may involve ongoing dialogue.

STEP 2 - Talk to your student's school principal. Discuss the issue with the school principal. The principal may involve appropriate resources/personnel as required.

STEP 3 - Talk with the assistant superintendent. Discuss the issue with the director of instruction or assistant superintendent responsible for the zone in which your student's school is located.

STEP 4 - Talk with the deputy superintendent.

STEP 5 - Appeal staff decisions to the Board of Education. If the decision significantly affects a student's education, health, or safety, the decision can be appealed to the Board of Education within 15 school days of completion of step 4 in accordance with the Board of Education Appeal Policy and Procedures Bylaw, using the Notice of Appeal to the Board of Education form.

STEP 6 - Appeal board decision to a provincial superintendent of appeals. Decisions of the board may be appealed to the Superintendent of Appeals of the Ministry of Education and Child Care (provincial appeal process).

Parent responsibilities involve the following principles:

- treat all parties with respect and maintain confidentiality.
- raise the concern or complaint as soon as possible after the issue has arisen.
- provide complete and factual information about the concern or complaint.

- have realistic and reasonable expectations about possible outcomes/remedies.

References

Raising Concerns and Appealing Decisions. (2024, September 13). Maple Ridge - Pitt Meadows School District 42. https://www.sd42.ca/appeal-process/.