

Management Relationship 2 – 5

Parent / Guardian / Student Request for Review of Employee Decision

1. Scope of Policy

This policy refers to a request to review a decision or a series of decisions made by an employee. A review is intended to include discussion of and alternatives to the original decision. A decision not to act shall also be considered a decision. Any procedures regarding general employee performance, alleged misconduct or alleged child abuse/neglect are contained in other policies or relevant district documents.

2. General Principles

The purpose of this policy is to provide a structure and process around reviews of employee decisions. The board believes that:

- 2.1 parents/guardians and students should be able to have decisions reviewed, and employees should be able to respond;
- 2.2 discussion should take place in an open, respectful and unbiased manner;
- 2.3 every attempt should be made to facilitate and resolve the issue at the level closest to that where the decision was made;
- 2.4 discussion regarding reviews and the employee response should occur within a reasonable time frame from the original decision or the step 1, 2 or 3 contact.

3. Process

3.1 Step 1 - Employee Level

- a) The purpose of this contact is for the parent/guardian/student and employee to review the decision(s) made by the employee. The employee shall communicate his or her reasons for

the decision(s). The parent/guardian/student shall communicate his/her concern(s) about the decision and may suggest an alternative course of action. There may be more than one contact at this level. It is anticipated that the vast majority of issues are resolved at this level.

- b) If the matter is not resolved at this level, the parent/guardian/student may request Step 2 in writing or by oral request to the school administrator.
- c) The employee must inform the parent/guardian/student of the next step that may be taken.

3.2 Step 2 - Supervisor Level

- a) The purpose of this meeting is for discussion regarding the decision made by the employee and concerns of the parent/guardian/student that were not resolved in Step 1. The supervisor shall give due consideration to the request for review of the decision.
- b) The parent/guardian/student or the school administrator may elect to complete the attached *Request for Review of Employee Decision (Step 2 or Step 3)* form prior to the meeting. The employee may attend the meeting at the school administrator's discretion. There may be more than one meeting at this level.
- c) The parent/guardian/student may bring an *advocate and shall inform the supervisor in advance to ensure that employees will be notified that an advocate will be present.

*An advocate is a supporter who intercedes on behalf of another. Partner groups may be contacted by the parent/guardian/student seeking an advocate. These include the school Parent Advisory Council (PAC), the District Parent Advisory Council (DPAC) or members of the Aboriginal Education Council (AEC).

- d) If invited to the meeting by the supervisor, the employee will be informed in advance of their right to representation.
- e) Should the meeting move into the area of employee discipline, the administrator shall conclude the meeting.
- f) If the matter is not resolved, the administrator shall give the Request for Review form to the parent/guardian/student. The parent/guardian/student shall complete the form and forward it to the superintendent of schools.
- g) The parent/guardian/student will be informed of the process to be followed in dealing with the issue from that time on.

3.3 Step 3 - District Level

- a) The purpose of this meeting is for discussion regarding the decision made by the employee, and concerns of the parent/guardian/student that were not resolved in Steps 1 and 2, and for the district officer to give due consideration to the parent/guardian/student request for review of an employee decision. There may be more than one meeting at this level.
- b) The *Request for Review of Employee Decision (Step 2 or Step 3)* form (attached) shall be completed and all other procedures shall be as Step 2 outlined above.
- c) The superintendent or assistant superintendent shall determine which of the district officers is most appropriate to attend this meeting.

4. **Appeals**

If the matter is not resolved at Step 3, the parent/guardian/student may appeal the decision under the *Appeals Bylaw*. The parent/guardian/student shall be provided with the information needed to make an appeal.

**SCHOOL DISTRICT NO. 71 (COMOX VALLEY)
REQUEST FOR REVIEW OF EMPLOYEE DECISION (Step 2 or Step 3)**

Student _____ Parent/Guardian _____

Employee _____ Date _____

Specific Decision to be Reviewed

The parent/guardian/student requesting a review shall provide the specific reasons for requesting a review of the decision and, if desired, offer alternatives. (Additional information may be attached.)

Signature of Parent/Guardian/Student

Review by Superintendent or Designate

In making a determination, the superintendent or designate or site supervisor shall consider the following as well as any other pertinent information.

- Reasons for the employee decision
- Does the employee have the authority, under the *School Act*, board policy or established job description to make the decision that they did?
- Did the employee give fair consideration to all the available information when making the original decision?
- Did the employee decision follow school or district policy, procedures or standards?
- Was there a fair and appropriate discussion during the initial meeting regarding the review?
- Did the employee fairly consider the comments made by the person requesting the meeting for the original review? Is there any new information that was not available at the time of the original decision or the first meeting?
- Are there alternatives that have not yet been explored?

cc: Administrator
Employee
Office File