

## **COMMUNICATIONS PROTOCOL FOR HOLY SPIRIT CATHOLIC SCHOOL DIVISION**

The Board recognizes that communication becomes most effective when roles and responsibilities are associated to the access and dissemination of information. When channels of communication are known to our stakeholders, shared information will ultimately assist in improving the quality of programs, and in meeting individual student needs more effectively. The Board also recognizes that from time to time concerns regarding the operation of the School Division will arise. The Board places trust in its employees and desires to support their actions in a manner which frees them from unnecessary and unwarranted criticism and complaints. For these reasons, the following stakeholders will be afforded appropriate responsibilities in providing and requesting information.

### **Students, Parents, Guardians, Members of the Public**

In supporting the effectiveness of those responsible for achieving the Board's educational mandate, the Board believes that decisions are best made and resolved by those employees most closely associated with a decision or issue. For this reason, the following communication process will be afforded:

1. Students, parents, and community members will seek to address complaints, concerns, or resolutions with a staff member associated with the matter under consideration.
2. If a student, parent, and community member is unable to resolve an issue with the appropriated staff member, the principal will be the next source of contact.
3. Matters not resolved at the school level will be addressed by the superintendent, or designate.
4. Students, parents, and community members will be communicated the right to ultimately appeal decisions to the appropriate level of decision making.
5. Confidentiality is to be respected in all situations.
6. Anonymous complaints shall not normally be entertained. Exceptions to this expectation will include circumstances where the safety and well-being of stakeholders needs to be upheld.
7. Procedural fairness / Natural justice will be applied to all complaints.

### **Principal**

1. All matters affecting the school community that are controversial, address the safety of students or employees, are relevant to the interpretation of existing administration procedures, or require additional administrative interpretation, will be directed to the Superintendent.

## **Superintendent**

1. Information and action items relevant to the ongoing progress and the well-being of the school division will be addressed at regular board meetings.
2. Extraordinary, emergent, or time sensitive issues that affect the School Division will be addressed through the Board Chair.
3. When administration is required in the absence of policy, the Board Chair will receive first notification.
4. The Superintendent will serve as spokesperson for the Board regarding the administration of all educational related matters.

## **Board Chair**

1. The Board Chair, and/or Vice Chair, will work with the Superintendent to establish Board Meeting Agendas.
2. The Board Chair will serve as the spokesperson for the corporate affairs and responsibilities of the Board as described through Board Policy.
3. The Board Chair will request information relevant to the ongoing operation of the Board from the Superintendent.
4. The Board Chair will defer all relevant information regarding the ongoing operation of the Board to the Superintendent.

## **Trustees**

1. Trustees will recognize that decisions regarding the ongoing operation of the Board will be made by the corporate body at regular or special board meetings.
2. Trustees will defer relevant concerns regarding the operation of the school division to the Board Chair or the Superintendent of Schools.
3. Trustee requests for information will be brought forward to the Board Chair and placed on the agenda of a regular, special or committee of the whole meeting.
4. Trustees will recognize that all Board Members require equal access to information so that the decision of the Corporate Board can be best exercised. Therefore individual requests for information that impact further decisions of the board will be made available to all trustees.