



## **Policy 3 - Appendix B**

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Revised December 2025

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

The Board recognizes that effective communication relies on clearly defined roles and responsibilities. Transparent communication supports decision-making, enhances program quality, and meets the needs of students. A communications protocol ensures clear, consistent, and effective communication between trustees, administration, staff, students, parents, and the community, while maintaining confidentiality and respecting roles and responsibilities.

### **Protocol:**

1. First, address concerns or complaints with the staff member directly involved.
2. If unresolved, the principal is the next point of contact.
3. Matters not resolved at the school level may be referred to the Superintendent or designate.
4. Stakeholders have the right to appeal decisions to the appropriate decision-making person or body, following the established communication and review process.
5. Confidentiality must be maintained, and anonymous complaints are generally not considered unless safety or well-being is at risk.
6. All complaints will be handled with procedural fairness and natural justice.

### **Principal Responsibilities:**

- Forward controversial, safety-related, or policy-interpretation matters to the Superintendent.

### **Superintendent Responsibilities:**

- Address stakeholder concerns promptly and appropriately as they arise, following established communication channels and procedures.
- Serve as the Board's spokesperson on educational and operational matters.
- Address urgent or emergent issues through the Board Chair.
- Present relevant information and action items at regular Board meetings.

### **Board Chair Responsibilities:**

- Serve as the Board's spokesperson, accurately communicating Board positions and decisions, and not presenting personal viewpoints as the official stance of the Board.

### **Trustee Responsibilities:**

- Trustees shall communicate Board decisions accurately and must not present their personal viewpoints as the official position of the Board. Any communications requiring a Board response should be referred to the Board Chair, who serves as the official spokesperson of the Board.