



PARENT / PUBLIC COMMUNICATION OF CONCERNS

Category: Educational Services

Effective: August 2025

Policy Statement

Anglophone West School District (ASD-W) fosters open and respectful communication with parents, legal guardians, and members of the public. We recognize that concerns may arise related to the operation of schools, programs, services, or interactions with staff. These concerns should be addressed through clear, constructive, and fair processes that reflect good citizenship and civility – both in person and on social media. Every individual engaging with the school district is to be valued and treated with respect.

Procedures

When a question, concern, or complaint arises, the following steps must be followed to ensure fairness and prompt resolution. Discussions should use plain language and avoid blaming, inflammatory, or accusatory statements. Most concerns are resolved at the first level.

1. **Classroom Level** - Concerns regarding individual students should first be directed to the classroom teacher.
2. **School Administration** - If unresolved with the teacher, or if the concern is of a general school nature, it should be directed to the school principal or designate.
Transportation concerns should also first be discussed with the principal, who may involve district transportation staff if needed.
3. **District Level** - If the issue remains unresolved at the school level, it should be referred to the appropriate Director of Schools at the local Education Centre.
When necessary, the appropriate manager or director may liaise with district leadership to support resolution.
4. **Superintendent** - Failing resolution at the district level, the matter should be referred to the Superintendent. This is considered the final internal step.
5. **Appeal Process** – See references

Reference

- ❖ [Provincial Student Code of Conduct Guidelines](#)
- ❖ [Education Act, Section 13 Role of Parents](#)
- ❖ Department of Education and Early Childhood Development [Policy 703 - Positive Learning and Working Environment Policy](#)
- ❖ [A User's Guide for The Appeal Process](#) as Provided for In the New Brunswick Education Act
- ❖ [Policy 701 – Policy for the Protection of Pupils](#) (***Note*** - For concerns that may constitute serious professional misconduct, Provincial Policy 701 can be reviewed for documentation of the complaint and submission to the Director of Human Resources and Superintendent.)