

Administrative Procedure #501 - QUESTIONS AND CONCERNS

Parents, Guardians and Community Partners

Background

The charter board believes that effective communication amongst all Fusion Collegiate stakeholders is essential for student success. This policy provides principles and processes by which individuals should work together within Fusion Collegiate to seek clarify, offer suggestions and resolve issues. This policy applies to all individuals involved with Fusion Collegiate.

Guiding Principles

- Questions and concerns are best resolved as close to the source of the question and concern as possible.
- The best solutions come from parents, community members and Fusion staff working together.
- Questions and concerns are investigated and resolved expeditiously.
- Questions and concerns are dealt with in a courteous, timely, and constructive manner.
- An individual's concern will be given respectful attention while upholding the integrity of Fusion Collegiate.

General Processes

1. Consult the "Contact Us" page on the Fusion website (www.fusioncollegiate.ca) to find the employee involved or phone the school for more information.
2. The preferred method of contact is email since most staff are working with students.
3. For time-sensitive issues phone the main school number.
4. Fusion employees will respond within two operational school days.

Process Map

1. Step one - When a parent, student or community member has a question or concern, the first step is to raise the issue with the individual Fusion employee by providing as many specifics as possible.
 - 1.1 The employee(s) involved with the decision shall make every effort to meet with the individual with the question or concern.
 - 1.2 This meeting should be:
 - a) in person, by telephone, video conference;
 - b) one to one; and
 - c) focused on finding common ground to proceed and/or resolving the matter.
2. Step two -If a resolution is not reached with the individual employee, the individual may direct the question or concern to school administration, either the Principal or Assistant Principal.



2.1 Administration and appropriate staff members shall make every effort to meet with the individual to discuss the question or concern.

2.2 The principal and staff members will work with the individual to find a common ground to proceed and/or a resolution.

3. Step Three - If the matter is not resolved at step 2, the individual may direct their question or concern, in writing, to the Fusion Collegiate Superintendent.

3.1 The written documentation shall outline:

3.1.1 the nature of the complaint; and

3.1.2 the steps taken, at the previous two levels to resolve the matter directly with the employee(s) involved.

3.2 The Fusion Superintendent may meet (via telephone, virtually or in person) with the individual directly to ensure the issue is heard.

3.3 The Fusion Superintendent shall consider the question or concern which may include:

3.3.1 gathering information; and

3.3.2 involving other experts as required.

3.4 The Fusion Superintendent shall communicate their decision on resolution of the question or concern in writing, including a rationale for the decision, within 10 operational days from the date of the meeting with the individual. The decision or resolution may be postponed due to unforeseen circumstances at which time the Superintendent will communicate the unforeseen circumstance and new timeline.

LEGAL REFERENCE: Education Act

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