

Questions and Concerns

BACKGROUND

Fusion Education Association values respectful, timely, and collaborative communication with students, staff parents, guardians, community partners, and members of the public. Open dialogue strengthens relationships, supports student success, and contributes to a positive school community. Most questions and concerns can be resolved through direct communication with the individual or area most closely connected to the matter. This administrative procedure establishes a fair, consistent, and transparent process for seeking clarification, sharing feedback, and resolving questions or concerns in a respectful and timely manner.

GUIDING PRINCIPLES

- Fusion Collegiate is committed to ensuring that questions and concerns are addressed in a manner that is:
 - respectful, professional, and solution-focused;
 - timely and responsive;
 - fair, objective, and consistent;
 - focused on resolving concerns as close to their source as reasonably possible;
 - collaborative, recognizing the shared responsibility of families, staff, students, and community partners in supporting student success; and
 - consistent with applicable legislation, Board policy, and other administrative procedures.
- All individuals are expected to communicate respectfully throughout the process. Abusive, threatening, discriminatory, or harassing behaviour may result in alternative processes or actions.
- Questions and concerns will be managed with appropriate regard for privacy and confidentiality in accordance with applicable legislation. Information will be shared only with those who require it to review or resolve the matter.
- Fusion Collegiate values questions, concerns, and feedback as opportunities to strengthen communication, improve practices, and support continuous improvement across the school community.

WORKPLACE CONCERNS

Fusion Education Association is committed to resolving workplace concerns respectfully, fairly and as close to their source as reasonably possible. Employees are encouraged to raise questions or concerns promptly with their immediate supervisor or, where appropriate, another member of the FELT Team or the Superintendent. Concerns will be addressed in a timely manner and in accordance with the principles of procedural fairness, applicable legislation, employment agreements, Board policies and administrative procedures.

Depending on the nature of the concern, it may be addressed through:

- discussion and collaborative problem-solving;
- professional supervision or performance support;
- the Respectful Workplace procedure;
- the Workplace Investigations procedure;
- the Employee Accountability and Progressive Discipline procedure; or
- another applicable process.

Employees will not be subject to reprisal for raising a concern in good faith.

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PROCEDURES

1. Initial Contact - Questions or concerns should first be directed to the Fusion Collegiate employee who is most directly involved with the matter.

- a. Contact information is available on the Fusion Collegiate website or by contacting the school office.
- b. Email is the preferred method of communication, as employees are frequently working directly with students throughout the school day.
- c. Urgent or time-sensitive matters should be communicated by telephone through the school office.
- d. Fusion Collegiate employees will normally acknowledge or respond to communications within two operational school days, recognizing that additional time may occasionally be required to investigate or gather information.

2. Resolution with the Employee - Where appropriate, the employee will make reasonable efforts to discuss the matter directly with the individual raising the question or concern.

- a. Discussion may occur:
 - i. in person;
 - ii. by telephone; or
 - iii. through a virtual meeting.
- b. The purpose of these discussions is to:
 - i. clarify information;
 - ii. consider relevant perspectives;
 - iii. identify possible solutions; and
 - iv. resolve the matter whenever possible.

3. Review by School Administration - If the matter is not resolved through discussion with the employee, the individual may request that the concern be reviewed by the Principal, Assistant Principal.

- a. The school administrator may:
 - i. meet with the individual and appropriate staff members;
 - ii. gather additional information
 - iii. review relevant documentation, legislation, Board policy, or administrative procedures; and
 - iv. work collaboratively with those involved to reach an appropriate resolution.
- b. School administration will communicate the outcome or next steps within a reasonable timeframe.

4. Review by the Superintendent or Fusion Executive Leadership Team (FELT) - If the concern remains unresolved following review by school administration, the individual may submit the matter in writing to the Superintendent or FELT member.

- a. The written submission should include:
 - i. a clear description of the question or concern;
 - ii. the outcome sought, where applicable; and
 - iii. a summary of the steps already taken to resolve the matter with the employee and school administration.

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- b. Upon receipt, the Superintendent or FELT member may:
 - i. acknowledge receipt of the concern;
 - ii. meet with the individual, either in person, virtually, or by telephone;
 - iii. gather additional information from those involved;
 - iv. review relevant legislation, Board policy, and administrative procedures;
 - v. consult with appropriate personnel or external advisors where necessary; and
 - vi. determine an appropriate resolution.
- c. The Superintendent or FELT member will normally provide a written response, including the rationale for the decision, within ten (10) operational school days following the meeting or completion of the review.
- d. Where additional time is required due to the complexity of the matter or unforeseen circumstances, the Superintendent or FELT member will communicate the reason for the delay and provide an updated timeline

LEGAL REFERENCES: *Education Act, Protection of Privacy Act, Access to Information Act, Alberta Human Rights Act* (where applicable)