Grievances and Communications

Currency

This Policy is in effect for all matters which occurred on or before May 27, 2026. For matters which occurred on or after May 28, 2026, this policy is superseded by Administrative Regulation 305 Appeals Regarding Student Matters.

Preamble

This policy provides guidance to students and parents in raising concerns, grievances, or resolving disputes within the school community in a constructive manner.

Effective and clear lines of communication are essential to the successful operation of the Alberta Classical Academy. Where members of the school community have questions, grievances, suggestions or concerns relating to the Academy, its administration, staff, or other parents or students, we ask that they adhere to the procedure outlined below so that concerns can be addressed as quickly and fairly as possible.

General principles

1. Where concerns, questions, or grievances arise, the first step should always be to seek a resolution by directly communicating with the staff member or individual involved. As a general principle, parties should endeavour to resolve concerns, disputes or grievances at the lowest level possible.
2. All parties are expected to work in a constructive manner by clearly identifying the concern or problem and offering practical solutions.
3. Any questions, concerns or grievances should be raised in a respectful manner that takes account of others' right to privacy and confidentiality. Concerns and grievances should not be aired publicly or in the presence of students, parents, or employees, except those most directly involved.
4. All parties involved shall act in good faith, and to assume that others are doing the same.
5. Parents or students shall raise questions, concerns, or grievances in a due and timely manner.

Dispute resolution procedure

Step 1: If a parent or child has a grievance, question, or concern, they should discuss it informally with the teacher, administrator, coach, or staff member directly involved in the matter. Where possible and subject to the maturity of the child, students should be encouraged to address the issue directly with the teacher or staff member involved. We hope that the majority of concerns will be resolved at this level.

Step 2: If the matter is not resolved through informal discussions, parents should put their concern, question, or grievance in writing to the teacher or staff member directly involved. The preferred form of communication to school staff is through email (firstname.lastname@classicalacademy.ca). Staff and faculty will endeavour to respond within two operational school days.

Step 3: If the matter cannot be resolved by working directly with the relevant teacher or staff member, it can be directed in writing to the Principal, who must give a response within five (5) operational school days. This response may take the form of a

letter and/or follow-up meeting with the family and any staff member involved in the matter. This meeting will be led by the principal or his or her delegate.

Step 4: If a resolution is not reached through the initial dialogue or through the principal, a parent or guardian may request adjudication by the Superintendent. This request should be made in writing, and should outline a) the nature of the question, concern, suggestion, or grievance; and b) the previous steps taken to address the matter. The Superintendent will respond within five (5) working days. The response may take the form of a decision letter, a follow-up meeting with the family and any staff involved, or both. If requested, the Superintendent will advise on the procedure for lodging an appeal to the Board of Directors.

Step 5: If a parent or student wishes to appeal a decision by the Superintendent, they may lodge an appeal in writing to the Chair of the Board of Directors within 60 days from receipt of the decision. The matter will be addressed by an Appeals Committee comprising Board directors. Excepting those matters specified in the Education Act, all Board decisions are final and are not subject to further appeal.

First contact and escalation

The following table outlines the first contact, as well as the follow-up contact, for raising questions, concerns, suggestions, or addressing grievances:

Person(s) for whom there is a question, concern, or grievance	Initial Contact	Escalation (if necessary)
Campus staff member	Staff member	Principal
Principal	Principal	Superintendent
Central Office staff member	Central Office staff member	Superintendent
Superintendent	Superintendent	Board Chair
Director	Director	Board Chair and Superintendent
Board / Board Chair	Board Chair	Superintendent or Deputy Chair
School Council member	School Council member	School Council Chair
School Council Chair	School Council Chair	Principal
Bus / transportation provider	Bus / transportation provider main office	Principal

For urgent matters and those requiring immediate attention, please contact the main school office directly.

Adopted: July 18 2023
Updated: May 27, 2026