

# Communication Protocol

The Board of School Trustees believes that the appeal of a decision/action of an employee should follow a specific sequence. It encourages parents/guardians, members of the public, and employees to practice good communications. It holds the view that most concerns can be resolved at source and to this end has developed regulations.

When a concern arises as a result of a decision/action of an employee, the parent(s)/guardian(s), member(s) of the public, or employee(s) should attempt to resolve the concern as close to the source as possible:

1. Through discussions with the employee;
2. Through discussions with the Principal or supervising administrator;
3. Through discussions with the Chief Executive Officer (Superintendent);  
and
4. By written submission to the Board. Such correspondence should be addressed to the Chief Executive Officer/Superintendent, clearly setting out details of the concern.

Principals, supervising administrators, the Chief Executive Officer/Superintendent, and trustees will assist those with concerns by facilitating the above discussions.

The solution to some concerns may involve the consultative efforts of more than one employee. Employees are reminded that they have strong advocates within their unions who are often able and willing to assist with concerns. Employees are encouraged to discuss their concerns with school staff representatives or shop stewards of their respective unions.

Provisions of the regulation are not intended to supersede grievance procedures provided for in collective agreements.

[Click here to view the School District 50's Current Organizational Chart](#)

## Inquiries to the School District Board Office

<b>Matters regarding:</b>	<b>Should be directed to:</b>
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<ul style="list-style-type: none"> <li>• General Inquiries, Transcripts/ PR Cards, District Housing, Job Postings, District Website, Meeting Minutes &amp; Organization, Policy Manual Maintenance</li> </ul>	Executive Assistants
<ul style="list-style-type: none"> <li>• Accounts Payable &amp; Accounts Receivable</li> </ul>	Accounts Payable
<ul style="list-style-type: none"> <li>• Payroll &amp; Benefits</li> </ul>	Accountant
<ul style="list-style-type: none"> <li>• Facility Maintenance, Custodial, Student Transportation (Buses), Housing, District Health&amp; Safety</li> </ul>	Maintenance Supervisor
<ul style="list-style-type: none"> <li>• District Finances, District Budget, Personnel-CUPE</li> </ul>	Secretary Treasurer
<ul style="list-style-type: none"> <li>• Educational Programming, General District Supervisory Requirements, Personnel-QCDTA</li> </ul>	Superintendent