

East Central Alberta Catholic Schools has formal lines of communication within the organization.

**Procedures**

1. The following lines of communication will generally apply in the District: information flows from Staff members to the Principal to the Superintendent to the School Board to the Minister of Education.
2. Staff members wishing to inform Board members about activities and events in the school will do so through the Principal and Superintendent.
3. When dealing with complaints, the complainant will first discuss the matter directly with the person against whom the complaint is made.
  - 3.1 If the matter is not resolved to the satisfaction of the complainant, the next level in the organization is contacted; e.g., if the complaint is with a teacher, the Principal is the next contact. If the complaint is with a Principal, the Superintendent is to be contacted next.
  - 3.2 Failing resolution by the Superintendent the complainant will be encouraged to write a letter explaining the concern to the Board.
  - 3.3 Failing resolution at the Board level, the Superintendent will inform the complainant of his/her rights to appeal Board decisions under Sections 132, 133 and 134 of the *School Act*, Board Policy 13 – Appeals
4. The Superintendent will advise District Office staff members of the channels of communication outlined in this Administrative Procedure.

Reviewed/Revised: April 2016

Reference: Section 20, 60, 61, 113, 132, 133, 134 School Act  
Policy 13 – Appeals  
Public Interest Disclosure (Whistleblower Protection) Act  
AP 414 – Whistleblower Protection