Greater Essex County District School Board

Policy: Public Concerns

Reference No: P-AD-52

The GECDSB aims to enjoy the benefits of positive, two-way communication with all the individuals and organizations that have interests in Public Education.

As a public institution we bear the responsibility of being open and accessible to all citizens of Windsor and Essex County. Communication among all parties supports the Board's mission.

Greater Essex County District School Board

Regulation: Public Concerns

Reference No: R-AD-52

A) When a parent/guardian has a concern about a school or classroom matter:

Step 1:

To most effectively deal with the matter, contact the classroom or subject teacher. Staff members are eager to answer questions or address concerns.

Step 2:

If questions or concerns remain, contact the following in this order:

1. The school Principal
2. The area Superintendent
3. The Director of Education

Step 3:

Trustees are community advocates, who can bring inquiries and/or concerns to the attention of the appropriate member of senior administration or to the attention of the Board.

Step 4:

The Ontario Ombudsman may receive complaints regarding school or school board issues. The Ombudsman is a independent officer of the Ontario legislature who may make recommendations to help resolve issues about public services. Call 1-800-263-1830 or visit www.ombudsman.on.ca

B) When a member of the public has a concern about a GECDSB school or Board related matter:

Step 1:

A- if it is a matter regarding a specific school contact the Principal. If the issue is not resolved, the Principal will refer it to the responsible Superintendent or Service Manager.

B- if it is a matter regarding a district issue contact Board Administration – 519-255-3200 ext. 10259

Step 2:

Should the matter remain unresolved, or the member of the public is unsatisfied with the response, they may contact the Director of Education.

Step 3:

Members of the public may also bring inquiries or concerns to a member of the elected Board of Trustees, who can refer the matter to the appropriate member of senior administration or to the attention of the Board.

Members of the public have the right to appear as a delegation before the Board of Trustees at a public meeting:

How to get on the Board Agenda: Individuals or groups requesting permission to appear and speak before the Board or a Committee of the Board must notify the Director's office by noon on Monday prior to the meeting and provide specific information with regard to the nature of the presentation and the related agenda item. Approved delegations will be limited to 10 minutes each on the agenda and must provide a written summation of their remarks no later than the time of the meeting.

Delegations will be limited to ten (10) minutes each on the agenda and must provide a written summation of their remarks no later than the time of the meeting.

Delegations are limited to three (3) per agenda item. Additional delegations may be added at the discretion of the Chair and the Director prior to agenda approval or referred to the Speaker's List.

Any person or group wishing to address the Board or Standing Committee under the following conditions may sign up on the Speaker's List:

- An item is not on the agenda of the meeting
- A person or group has not met the timeline to be placed on the published agenda as a Delegation
- The maximum number of delegations has been reached for the meeting.

Individuals will be required to sign up on the Speaker's List no later than fifteen (15) minutes prior to the scheduled start of the meeting on the day of the meeting. The speaker is limited to 5 minutes.

The number of individual speakers or groups is limited to 6 per meeting unless otherwise approved by a majority of Trustees.

The chair may decline to place a delegation or speaker on the agenda if they have addressed the Board on the same matter within the previous five months or the subject is not within the jurisdiction of the Board. However, a written submission may be accepted and distributed to Trustee's.

For further information with respect to the Board Meetings, Please refer to the Board's Procedural By-Laws on the Board website: GECDSB Board's Procedural By-Laws.

When addressing the Board or an individual Trustee, statements and materials must be free of content which is contrary to the Ontario Human Rights Code and other laws of Ontario and Canada. While in attendance at a Board meeting or Standing Committee, meeting behaviour must be courteous and respectful at all times. All comments must be addressed to the Chair.

Step 4:
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C) Should there be a complaint against a trustee, the Chair of the Board should be contacted. Should there be a complaint against the Chair of the Board, the Vice-Chairperson should be contacted. The Board of Trustees is governed by the Trustee Code of Conduct.