



STUDENT APPEALS AND DISPUTE RESOLUTION

Background

Students have the right to natural justice. The following procedure has been established whereby concerns on educational matters that cannot be resolved at the school level may be further reviewed at the division level.

Every decision should be focused on the educational interests of the student and must consider the impact of the decision on the total population of students served, the availability of resources and must support a cooperative and collaborative learning environment for students.

Procedures

1. All schools shall develop a Dispute Resolution policy and make parents aware of their options for appeal.
2. School decisions potentially subject to appeal are those decisions made by an employee of the board or an individual authorized by the board to make a decision, and decisions that significantly affect the education of a student or of a child enrolled in an early childhood services program operated by the board. An appeal may be filed by:
 - a. A parent of the student or child, or
 - b. An independent student over the age of 16, or
 - c. A student that is 18 years of age or older.
3. Prior to filing an appeal, efforts should be made to resolve the problem at the school level. Each school will have their own resolution process, but typically, attempts should be made to resolve the issue first with the classroom teacher and then with the principal.
4. Appeals shall be filed with the Superintendent within fourteen days of any final attempts to resolve the matter at the school level. The appeal shall be in writing, and shall state the nature of complaint, and outline the steps that have been taken to attempt to resolve it. A copy shall be provided to the principal, and to any other parties directly involved in the grievance.
5. Within fourteen days of the receipt of a division appeal, the Superintendent or designate shall review all relevant information pertaining to the matter. This may include any or all the following:
 - 5.1 An examination of marks/records/reports
 - 5.2 Consultation with parties who may have information relevant to the case
 - 5.3 A personal interview with the person lodging the appeal
 - 5.4 Consultation, as required with external agencies (e.g. Alberta Education)
6. The decision of the Superintendent or designate shall be conveyed to all parties concerned, in writing, as soon as possible.
7. This administrative procedure is in no way intended to abridge the discretionary powers granted to schools by the Minister in the matter of school graduation, or the assignment of marks in any particular grade. Appeals of Diploma Examination marks shall be in accordance with Alberta Education regulations, available from schools or the division Office.
8. Parents/guardians shall be made aware of the school and division appeal procedures.

9. Students and/or their parents/guardians may have the right to appeal to the board, and ultimately, the Minister of Education under Section 44 of the Education Act.

References:

- [Education Act, S.A. 2012, E. O.3](#), S. 41, 42, 43, 44
- Policy 13 – Appeals and Hearings Regarding Student Matters