



1303 PROCEDURES FOR CONCERNS RELATED TO OPERATIONAL ISSUES

Policy Type: Board Policy Manual
Applies To: Board Directors, All Staff, Students, Visitors
Approved By: LCS Board
Policy Reviewed: every 2 years
Adopted: 06 2021
Revisions:

1. PURPOSE:

- (a) Occasionally, individuals will approach or contact Board Directors and make them aware of a dispute or an issue they may have. Collectively the Board takes a “noses in, fingers out” approach when parents, guardians, caregivers, Society members, staff, students or members of the community share concerns.
- (b) Board Directors will listen to any concern or issue, but only as minimally necessary to redirect the individual toward an appropriate solution. Individual Board Directors are not “the Board” and only represent the authority of the Board through the appropriate governance structures established in policies and the Bylaws.
- (c) In all such cases, that Board Director will direct the parties to the dispute resolution process detailed in the “Dealing with Disputes, Complaints” (Policy 1301) and will not become involved in the dispute in order to preserve the integrity of the process.
- (d) If there is reason to believe student safety at risk, the Board Director will immediately refer the matter to the Head of Schools to determine next steps.

2. Concerns brought to Board Directors by members of LCS constituency—including parents/caregivers—regarding school operations, policies, student discipline, curriculum, staffing, theology, faith and practice, or philosophy of education should be processed as follows:

- (a) Listen to concerns and acknowledge them.
- (b) Encourage concerned individuals to discuss the issue with the staff person involved.
- (c) If further action is warranted, encourage concerned individuals to contact school administration.
- (d) Confidentiality of a complainant should not be expected when concerns are raised informally with Board Directors in cases where an individual attempts to voice grievances, negative opinions, or unsubstantiated accusations targeted at staff, students, administration, other Board Directors and/or members of the community.

3. If the issue remains unresolved, ask concerned individuals to submit a written statement to the Board Chair. With this written submission a decision and request must be made by the concerned individuals for one of the following three avenues of appeal:
 - (a) the concern is dealt with by the Board Executive Committee based on the written submission; or,
 - (b) the person may be asked to appear before the Board at its regular meeting; or,
 - (c) The concern is dealt with by the Board Executive Committee based on the written submission.
 - In all cases above, the Board Executive Committee's decision reached is final.
 - The Board Executive Committee will respond within 30 days of a written statement.
4. For concerns related to curriculum, theology, faith and practice that are brought to the Board's attention, the Board will consult with the Head of Schools as to the acceptable discernment process, and/or refer it to the Chairperson of the appropriate Board Committee.
5. Concerns should not be presented to the Annual General Meeting or extraordinary Society meetings unless this process has been followed and that they have been approved for presentation by the Board. Questions or concerns raised during Member's privilege that have not followed this process will not be immediately responded to during the meeting, and will be addressed in writing once staff and/or Board have had sufficient time to process the question or concern.

Reviewed 09 2025