



# ALGONQUIN AND LAKESHORE CATHOLIC DISTRICT SCHOOL BOARD

## POLICY STATEMENT

### COMMUNICATION, CONCERNS AND COMPLAINT RESOLUTIONS

#### Rationale

The Algonquin and Lakeshore Catholic District School Board believes that all staff have a role in effective communication with students, parents, other staff members, volunteers and the community at large.

The Algonquin and Lakeshore Catholic District School Board has a responsibility to foster a climate of understanding through an informed, open and responsive public and staff; to ensure effective communication with the public (students, parents and the community at large), trustees and staff, and to be accessible and accountable to the public for the ultimate benefit of students.

Thus the Algonquin and Lakeshore Catholic District School Board is committed to being responsive to the public and staff by encouraging dialogue, whether supportive or constructively critical, by developing cooperative and constructive relationships, by providing accurate, understandable and timely information, and by working effectively towards addressing public concerns in a fair and respectful manner.

#### Guiding Principles

- Open communication and listening attentively to all constructive suggestions to improve our educational service is vital to our growth as a system.
- All public and interpersonal communication must recognize the dignity of the individual and be conducted fairly and with respect.
- Effective communication and community relations involve the open, continuous and reciprocal exchange of information between parties.
- Effective communication provides accurate, understandable and timely information.
- Concerns and complaints resolution processes will be made available to the community at large.
- The Algonquin and Lakeshore Catholic District School Board shall provide open access to information subject to the limitations of the Education Act, the Municipal Freedom of Information and Protection of Privacy Act; or other applicable legislation.

#### References

*Mission Statement of the Algonquin and Lakeshore Catholic District School Board*  
*Ontario Catholic School Graduate Expectations*  
*The Municipal Freedom of Information and Protection of Privacy Act*

**Administrative Procedures**

Communication, Concerns and Complaint Resolutions

Approved: February 27, 2007

Revised: March 29, 2011

Reviewed: April 28, 2015

Revised: October 27, 2015