



CHAOYIN BILINGUAL SCHOOL

SECTION	General School Administration
POLICY NAME	Appeals Policy
POLICY NUMBER	402
RELATED POLICIES	
DATE CREATED	January 20, 2020
DATE REVISED	August 23, 2023
DATE IMPLEMENTED	September 1, 2020

RATIONALE:

Chaoyin Bilingual School believes that treatment of students and others should always be fair and just. Therefore, if a decision has a negative effect on any person, that person has the right to appeal the decision. In the case of a student, the appeal is made by the parents or the legal guardians of the student concerned.

POLICY:

Parents (and students through their parents) have the right to appeal decisions that may have a significant effect on a student's education. Employees also have the right to appeal decisions that have a significant effect on their working environment. Appeals may only be launched by the person(s) that the decision affects. This policy is not intended to cover labour-related matters such as salary and benefits or working conditions.

PROCEDURES:

From time to time, issues arise in the school environment where two parties disagree. The following procedures shall govern the procedures used in attempting to resolve those conflicts:

The parties in disagreement must meet to clearly establish the reasons for the disagreement and the resolutions sought by each party. If no compromise resolution is achieved, either party may escalate the disagreement to the next highest level of authority, until it is appealed to the School Authority and ultimately, if necessary, the Independent School Ombudsperson.

General Appeals:

In an attempt to resolve the complaint, the appellant(s) must first appeal to the employee who made the decision that they are appealing. The employee should keep a written record of the discussion including arguments that the appellant(s) make. If no satisfaction is achieved, the appellant(s) may appeal the matter to the Head of School, later to the School Authority and finally to the independent school Ombudsperson.

Parent Appeals:

1. Parent Appeal to the Teacher

In an attempt to resolve the issue, parents must first appeal a teacher's decisions regarding a child directly to the teacher concerned.

- The teacher will keep a written record of the discussion, including arguments put forth by the parent. The teacher will maintain the records for one year.
- The teacher will review the original decision based on the meeting and discussion with the parent and inform the parent of any changes, if any. The teacher will also inform the parent of the right to appeal the reviewed decision to the Head of School.
- The teacher will inform the Head of School of the meeting and the outcome of the meeting in a timely fashion, including giving the Head of School a copy of the written record of the meeting with the parent.

2. Parent Appeal to the Head of School

If within seven (7) working days of that meeting the issue is still unresolved or if the parent is not satisfied with the teacher's review decision, the parent may then file a written appeal with the Head of School. The written notice shall contain the name and grade of the student, name and address of the parent/guardian who is making the appeal. It must state in general terms the nature of the original decision, the reasons for the appeal and the remedial action sought by the parent.

The Head of School will consider all such appeals and render a decision to the parent in writing within 7 days. The consideration may or may not include a meeting with the parent. A copy of the appeal, including relevant notes from the teacher's meeting with parents, and the Head of School's decision, will be kept on file for three years.

3. Parent Appeal to the School Authority

If within a further seven (7) working days of the date of the Head of School's letter, if the parent is still not satisfied with the Head of School's decision, the appeal may be taken to the School Authority. The School Authority will establish an Appeals Committee, including ad hoc members if necessary, but excluding the Head of School. This Appeals Committee will meet in a timely fashion with the Head of School, parent and (if necessary) the student and render a decision to the School Authority. The School Authority will ratify the decision and inform the parent of its decision in writing within 7 days of the Appeals Committee giving its decision to the School Authority.

4. Parent Appeal to the Independent School Ombudsperson

If, after having received the decision of the School Authority, the parent is still dissatisfied, he/she may appeal to the Independent School Ombudsperson. For information on the process, the parent may contact the Federation of Independent School Associations (FISA) office at (604) 684-6023.

Teacher Appeals:

A teacher who wishes to appeal administration decisions that adversely affect his/her working at the school must do in writing within seven (7) working days of the decision. The appeal will be heard by the next highest authority, as previously described under Parent Appeals, eventually culminating with the Independent School Ombudsperson.