

Title	PUBLIC CONCERNS AND COMPLAINTS	Policy No.	2030
Department	DIRECTOR'S SERVICES		
Reference(s)	<i>Public Sector and MPP Accountability and Transparency Act, 2014</i> . Equity and Inclusive Education Policy 2022 . Safe Schools Policy 4008 . Accessibility Standards for Customer Service Policy 5012 . TVDSB Special Education Plan 2015 – 2016 . A Guide to Preventing and Resolving Conflicts Regarding Programs and Services for Students with Special Education Needs	Effective Date	2016 February 23

It is the policy of the Board to develop positive relationships with parents/guardians, students and the community, and put the needs of students first. Seeking input and communicating with parents in a transparent and timely fashion will assist in accountability and ultimately, the success of all students. Further, the Board commits to ensuring safe, positive, learning and working environments by providing an educational environment that is welcoming, inviting, inclusive and respectful.

The role of trustees and staff in addressing parent or stakeholder concerns, within a timely manner, is vital to ensure the success of all of our students.

Administered By	Director's Services
Amendment Date(s)	