

Every reasonable effort should be made to respectfully resolve a concern directly with the staff member. If no resolution can be made, the individual with the concern is invited to proceed to deal with the concern through the levels of supervision.

Step 1: Speak to the Individual Directly	Step 2: Contact their Direct Supervisor	Step 3: Supervisor	Step 4	Step 5
If your concern involves: (if unsure, your division's website should have an organizational chart posted)	Their direct report:	Next up the chain of command:	Next up the chain of command:	Next up the chain of command:
School Based Staff (i.e. a teacher or EA)	School Principal	Assistant Superintendent or CEO/Superintendent	Board of Trustees	Minister of Education
Transportation Staff (i.e. a bus driver)	Transportation Supervisor	Secretary-Treasurer or CEO/Superintendent	Board of Trustees	Minister of Education
Division Administration Staff (i.e. office staff at your division's office)	Secretary-Treasurer	Assistant Superintendent or CEO/Superintendent	Board of Trustees	Minister of Education
Clinician (i.e. school psychologist, occupational therapist)	Director of Student Services	Superintendent/CEO	Board of Trustees	Minister of Education
Teacher Leaders	Assistant Superintendent	Superintendent/CEO	Board of Trustees	Minister of Education
School Principals	Superintendent/CEO		Board of Trustees	Minister of Education
Transportation Supervisor, Facilities Supervisor, IT Supervisor	Secretary-Treasurer	Superintendent/CEO	Board of Trustees	Minister of Education
Assistant Superintendent, Director of Student Services, Secretary-Treasurer, Human Resources Manager	Superintendent/CEO			Minister of Education
Superintendent / CEO	Board of Trustees			Minister of Education
Trustee	Board of Trustees			Minister of Education
Board of Trustees	Minister of Education			



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