



## CONCERN RESOLUTION PROCESS

The process of planning and delivering Student Health Partnership services involves the complex interaction of partnership members (i.e., large organizations involved in education and service provision for numerous children and families), government ministries and consumers. Inherent in such a process is the likelihood of concerns or disagreements arising between people or organizations that, if left unchecked, could adversely affect the provision of these services. These concerns or disagreements could occur at a number of levels:

- Between a parent (or client) and the school authority, the service provider(s) and/or the Student Health Partnership.
- Between service providers.
- Between Partner organizations.
- Between the regional Student Health Partnership and Provincial administration

Therefore, it is imperative that mechanisms exist to aid in the achievement of solutions to concerns or disagreements that may arise within the Student Health Partnership and/or related services and are addressed, in as much as possible, in a timely manner so as not to negatively impact services provided to students.

### A. CONCERNS OR DISAGREEMENTS BETWEEN PARENTS AND PARTNER ORGANIZATIONS:

When a parent of a student (or a student) receiving services has a concern or disagrees with a decision regarding their child's eligibility for service under the Student Health Partnership, they should be able to appeal the decision as follows:

1. To the School Resource Group/Team
2. To the Principal
3. To the Area Supervisor of student services
4. To the Chair of the Steering Committee, Student Health Partnership

If the concern or disagreement relates to the actual provision of service, the routes of appeal in order are:

1. To the service provider
2. To the manager or supervisor of the service provider
3. To a higher authority within the service providing organization

If the concern or disagreement remains unresolved in either of the above examples, the Steering Committee of the Student Health Partnership may be a final route of appeal. In that case, the representative of the organization involved in the appeal (e.g., school authority and/or service provider) may present its opinion at the Steering Committee level, but shall abstain from any vote required to resolve the issue.

In all of the above options, it is hoped that the emphasis will be on consensual solution finding. Parents (or students), or another party acting on their behalf, must document, in writing, their concern or disagreement in order to commence an appeal process. The accompanying statement entitled “Your Rights and Responsibilities as a Client”, could be provided to clients receiving Student Health Partnership services.

#### B. CONCERNS OR DISAGREEMENTS BETWEEN SERVICE PROVIDERS:

When a concern or disagreement arises between two or more service providers working with the same student, the following avenues of discussion and concern resolution should be followed:

1. The disagreeing parties should first meet to attempt to resolve their differences. The involvement of their supervisors, program managers, etc. should be sought as necessary to aid in resolution.
2. If the concern remains unresolved, the parties may approach the Steering Committee to aid in resolution. Steering Committee representatives of the involved parties may participate in discussion, but will abstain from any required vote.

#### C. CONCERNS OR DISAGREEMENTS BETWEEN PARTNER ORGANIZATIONS:

When a concern or disagreement arises between two or more partner organizations within the Student Health Partnership, the following approaches are recommended:

1. The parties involved shall meet independently in an initial attempt to resolve their concerns. As necessary, they shall involve higher levels of administrative authority from within their respective organizations to aid in attempts to find resolution.
2. If unsuccessful or if guidance is needed, contact the designated manager within your own organization to request assistance. Consultation between designated managers will occur in this step.
3. If staff expresses that the problem is persisting, designated manager(s) may request a clarification meeting with relevant parties attending in order to clarify management expectations with regard to roles, procedures or processes.
4. Should the concern remain, a neutral party (not a member of the Student Health Partnership) will be invited by mutual agreement to aid in mediating a solution.

In disagreements of this variety, the guiding principle should always be that the welfare of children is paramount, and that members of the Student Health Partnership will make every reasonable effort to maintain an atmosphere of cooperation.

#### D. CONCERNS OR DISAGREEMENTS BETWEEN THE PARTNERSHIP AND PROVINCIAL ADMINISTRATION:

When issues arise between the regional Student Health Partnership and provincial authorities, efforts to achieve resolution should reflect the following principles:

1. The welfare of children is paramount
2. The parties will make every reasonable effort to achieve resolution
3. The parties will maintain a spirit of cooperation as reflected in the planning guide, “...*there must be communication, cooperation, coordination and collaboration among service providers, parents, stakeholders and government ministries.*” (Student Health Partnership Planning Guide 2000/2001, page 1)

#### E. DEFINITION OF DUE PROCESS FOR STEERING COMMITTEE REVIEW:

An individual who has an unresolved concern or disagreement they wish to bring forward to the Steering Committee of the Student Health Partnership will do so by documenting their concern in writing.

Documentation of concerns should be addressed to the Chair of the Steering Committee and forwarded to the following address:

c/o Administrative Coordinator, Calgary Rocky View Student Health Partnership  
6220 Lakeview Drive SW  
Calgary, Alberta  
T3E 5T1  
Fax: 403-500-2937

The Administrative Coordinator of the Student Health Partnership will record receipt of the documented concern and will notify the Chair of the Steering Committee.

A concern or disagreement documented by, or on behalf of, a parent (or student) will be reviewed initially by the Steering Committee Executive (Chair and Vice-Chairs). If there is a lack of consensus, or clear criteria and precedent established by the Steering Committee regarding the issue, the concern will be brought forward to the Steering Committee for a decision.

Concerns documented by, or on behalf of a parent (or client), will be responded to, in writing, within a six-week period.

Concerns documented by Service Providers, Partner Organizations, Provincial Administration and/or others will be reviewed by the Steering Committee within mutually established timelines.