



## Administrative Procedure 2010

### Communications

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**Board Governance Policy Cross Reference:** [1](#), [2](#), [4](#), [13](#), [14](#)

**Administrative Procedures Cross Reference:**

[Communications – Media Relations](#)

[Communications – School Messenger](#)

[School Closure Due to Inclement Weather](#)

[Dispute Resolution](#)

**Form Cross Reference:**

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**Legal/Regulatory Reference:**

[The Manitoba Teachers' Society Code of Professional Practice](#)

[Canadian Union of Public Employees Code of Conduct](#)

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**Date Adopted:** July 2014

**Amended:** May 2019

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Brandon School Division is committed and obligated to imparting meaningful information to its stakeholders. Matters related to complaints and concerns regarding specific schools, personnel, and individual student situations are communicated through the appropriate protocols as established by the Division.

#### **Communicating with Stakeholders in a Timely, Accurate & Respectful Manner**

In an effort to be responsive to the needs and expectations of stakeholders and groups the Division is committed to open, regular, two-way communications. This includes groups within our organization and those from the community at large.

- **Scheduled Meetings and Appointments**

The Division recognizes that everyone's time is valuable; therefore, wait times for scheduled meetings and appointments is to be less than 15 minutes from the scheduled meeting time. If for any reason the wait time will extend beyond 15 minutes, information should be provided as to reason for delay, and length of delay.

- **Responding to Telephone and Email Inquiries**

The Division acknowledges receipt of and responds to telephone and email inquiries within 48 hours. If a full response cannot be provided within the 48-hour period, the initial reply will indicate the anticipated timeline for response.

- **Responding to Mail and Faxes**

The Division responds to mail and faxes within 15 business days. If a full response cannot be provided within 15 business days, the initial reply will indicate the anticipated timeline for response.