

COMPLAINTS

- POLICY -

The Board of Education believes that all persons have the right to be treated fairly and with respect. To this end, the following policy is intended to ensure accountability of all district employees, district management staff and volunteers.

The Board further believes that problems should be solved as quickly and amicably as possible. This can be best accomplished when those involved meet to discuss the situation.

- REGULATION -

- 1.0 Complaints regarding employees and/or routine district operations and practices should be brought to the attention of the district employee directly responsible for the alleged complaint.
 - 1.1 If the complaint remains unsatisfactorily resolved, the complainant will be asked to put their concerns in writing and seek the assistance of the employee's immediate supervisor. The supervisor:
 - must review the substance of the written complaint;
 - must render a decision and communicate that decision to the complainant;
 - must advise the complainant that the decision is subject to appeal to the Superintendent of Schools or the Secretary-Treasurer; or to the Board of Education if the respondent is the Superintendent of Schools.
 - 1.2 Unresolved complaints which reach the School Board Office will be reviewed at that level and:
 - returned for further reconsideration at a previous level, or
 - result in a decision at a previous level being either sanctioned or overturned , or
 - result in a decision other than one requested or previously considered.

- 2.0 In certain situations, because of the potential serious circumstances involved, the above steps may be circumvented in favour of direct contact with the Superintendent's Office.
- 3.0 Complaints regarding staff conduct will be subject to procedures outlined and the district's administrative procedure for dealing with complaints regarding employees.
- 4.0 Where the complaint involves alleged child abuse, the procedure to be followed is outlined in **Board Policy, PM5-40 Child Neglect &/or Abuse**.
- 5.0 Where the complaint involves personal or sexual harassment, the procedure to be followed is outlined in the collective agreement &/or **Board Policy, PM5-150 – Violence, Intimidation and Weapons**.
- 6.0 Where the complaint involves challenging the appropriateness of classroom learning resources, the procedure to be followed is outlined in **Board Policy, PM2-40 – Challenges to Learning Resource Materials**.
- 7.0 Decisions of district employees which significantly affect the health, education or safety of a student may be appealed according to the **Board's Appeals Bylaws #2**.
- 8.0 No anonymous complaint shall be considered by the Board in any manner.
- 9.0 Respondents who take retaliation action against students or employees who filed the complaint will be subject to additional discipline.
- 10.0 It is recognized that false or malicious complaints may damage the reputation of, or be unjust to, students or employees and, therefore, discipline action will apply to any individual making a malicious claim.
- 11.0 Guidelines for Advising Trustees of Investigations where Inappropriate Staff Conduct has been Alleged.
 - 11.1 The Superintendent will advise the Board Chair as soon as practicable when allegations of inappropriate staff conduct are being investigated.
 - 11.2 The Superintendent will advise the Board of Education of the general nature of an investigation when, in the opinion of the Superintendent, disciplinary action may be required, including the name(s) of the site but excluding the name(s) of staff.
 - 11.3 When allegations have been investigated and substantiated, the Board will be advised of the details including Management's response where the consequences are less than those requiring Board action as per School Act Section 15 (4), collective agreement or contract. The name(s) will not be provided.

- 11.4 When allegations have been investigated and the incident does not substantiate the need for disciplinary action, the Board will be advised that the investigation is closed. The name(s) will not be provided.
- 11.5 Where allegations of inappropriate behaviour are about to be made public by the media, the Superintendent will advise Trustees as soon as possible.
- 11.6 The Board will be provided the name(s) when Board action is required.