

PROCEDURES FOR RESOLVING COMPLAINTS ABOUT THE PERFORMANCE OF A SCHOOL DIVISION EMPLOYEE

- A. From time to time, concerns arise regarding teachers or other division employees. Many of these concerns arise out of incorrect or insufficient information and most can be addressed satisfactorily through informal discussion between the person with the concern and the employee.
- Therefore it is important for the complainant to meet first with the person against whom the complaint is made. Whenever possible, a complaint or concern should be dealt with at the school or “local” level. (The exception to this is where legislation prescribes otherwise. e.g. Child and Family Services Act or criminal investigations)
 - Whenever a concern or complaint is directed to a division administrator or trustee, it is important that the complainant be directed first to meet with the employee against whom the complaint is made.
 - If this step does not provide a satisfactory resolution, the parties should meet with the School Principal or other immediate supervision in an attempt to resolve the issue.
 - If the issue is not resolved at the school or with the supervisor, the concern should be directed to the Superintendent or Secretary-Treasurer.
- B. Occasionally concerns are not resolved through discussion and the exchange of information. The following guidelines are a suggested process for concerns that could not be resolved using the process outlined in “A” or for more serious matters, which would be characterized as a complaint.

Everyone has an interest in ensuring that a fair and expeditious process is in place to deal with complaints. The purpose of this process is to find a satisfactory resolution to the complaint(s) raised. Important considerations include addressing the complaint(s) raised as early as possible, ensuring confidential treatment of complaints including the use of in-camera sessions by the Board of Trustees whenever addressing personnel issues and a process that is recognized as fair and equitable by all parties.

The process outlined below recognizes that when a complaint reaches the Board of Trustees, it takes on a significance that requires more formality. An individual or group raising an unresolved concern or complaint needs to be advised on the appropriate process.

- When complaints are made directly to the school board about teachers or other employees, they must be recorded in writing and must be signed by the person(s) lodging the complaint.
- The individual named shall be given an opportunity for explanation and written response.
- The individual named shall always have the right to have a representative present.
- The immediate supervisor will be notified of the written complaint.

Personnel Files

If documentation about a concern or complaint is entered into a personnel file, the teacher or other employee will be provided with a copy and will have an opportunity to include a written response. If a complaint is determined to be unfounded, it will not be included in the employee's personnel file.

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