



To nurture curiosity, resilience and joy in all

250 ~~1120 & 1130~~ ADDRESSING CONCERNS AND COMPLAINTS

~~The Board of Education believes in the importance of employees, students, and caregivers working together to create a positive school culture. The Board supports the practice that concerns or complaints about personnel, programs or procedures are dealt with in a manner that reflects mutual respect be dealt with at the point closest to where the matter first arises. Concerns and/or complaints related to the operation of the District shall expeditiously, judiciously and routinely.~~

~~Parents, students and staff~~Those involved will discuss concerns or complaints constructively with the goal of resolving matters in a mutually satisfactory manner.

~~The Board believes that staff should be protected from unnecessary, inappropriate or spiteful criticism. In the process of resolving a concern or complaint, hearsay and rumour will be discounted in favour of considering facts directly related to the matter.~~

~~Although no member of the community shall be denied the right to petition the Board for redress of a complaint, the complainants will be referred back through the proper administrative channels for solution prior to investigation or action by the Board. Exceptions are complaints that concern Board actions or Board operations only.~~

~~Please refer to “Policy 1130—Steps for Addressing Concerns and Conflicts” and “Pre-Appeal Dispute Resolution Process” in the Governance section of Board policy for additional information.~~

~~The key principles for raising and addressing concerns and complaints include that:~~

- ~~• They are made, and dealt with, in a courteous and constructive manner~~
- ~~• They are addressed as near the source as possible~~
- ~~• Concerns and complaints are handled in a timely, objective and fair manner~~
- ~~• Staff will have an opportunity to respond~~
- ~~• Information regarding the progress of the complaint will be communicated; however, any related discipline outcomes cannot be shared~~

~~Unresolved matters, where the decision significantly affects the education, health or safety of the student, may be appealed to the Board using the Board’s Appeal Bylaw. The Board acknowledges that employee decisions that do not significantly affect the education, health or safety of a student are within the final authority of the Superintendent.~~



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The processes outlined below are intended to articulate a fair, effective and transparent response for addressing concerns and complaints.

~~The proper procedure for addressing questions or concerns regarding school-related matters is as follows:~~

~~—Students or Teacher— talk to the teacher first, then the Principal, then the Superintendent of Schools, if necessary.~~

~~—School Personnel— talk to the person first, then the Principal then the Secretary-Treasurer in the case of non-educational staff, or the Superintendent of Schools in the case of educational staff.~~

~~—Busing— talk to the driver first, then the Principal, then the Operations Manager and, if necessary, the Secretary-Treasurer.~~

~~—District policies or regulations— talk with the Superintendent or Secretary-Treasurer.~~

~~—Principal or Vice-Principal— talk to the Principal or Vice-Principal first, then the Superintendent of Schools, if necessary.~~

~~General Information~~

~~—The school Parent Advisory Committee may be of assistance in answering inquiries of a general nature. The District Parent Advisory Committee may be consulted and may provide an advocate for assistance.~~

~~—If the concern is not resolved satisfactorily and is covered by the Appeal Process Policy and By-law then the parent or student may initiate an appeal.~~

~~It is understood that in some circumstances, a step may need to be skipped in order to resolve a concern.~~

~~Any other matter of either an educational or non-educational concern that cannot be resolved at the school or Senior Administration level will be presented to the appropriate~~



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~~Board Committee or to the Board as a whole.~~ Processes for Addressing Concerns or Complaints

1. No anonymous concerns or complaints shall be considered.
2. Persons receiving or hearing concerns or complaints should encourage the complainant to follow these processes.
3. Staff disputes may be subject to processes defined in the appropriate union Collective Agreement.
4. When a specific process is provided in legislation, in an employee collective agreement, or elsewhere in Board policy those complaints shall be handled in the manner specified.
 - 4.1. Where the matter involves alleged child abuse or neglect against an employee the complaint is subject to the child protection policy and must be reported to the Ministry for Children and Family Development and/or the RCMP.
 - 4.2. Where the matter involves workplace bullying and harassment the process will be guided by WorkSafe BC requirements.
 - 4.3. Where the complaint involves challenging the appropriateness of learning resources the process to be followed is outlined administrative procedures regarding the challenge of materials.
5. Any individual expressing a concern or a complaint may be accompanied to any meetings by an advocate of their choosing.
6. The sequential steps to addressing a concern or complaint are:
 - Step 1 – Express the concern or complaint, verbally, in writing, or in person to the individual involved.
 - Step 1a – Arrange a meeting to respectfully address the matter, focusing on the issues.
 - Step 1b – Make a plan for a successful resolution.



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Step 2 – If concern or complaint is not resolved, refer the matter to the immediate supervisor (school principal or supervisor, or in the case of the Superintendent, the Secretary Treasurer)

Step 2a – Attend a meeting to discuss the matter.

Step 3 – If the concern or complaint is not resolved, the matter may be referred to the Superintendent or designate.

Step 3a – Attend a meeting to discuss the matter.

Step 4 – If the matter is not resolved, the matter may be appealed to the Board. The Board Appeal Bylaw contains all the details regarding filing such an appeal.

7. Where a concern or complaint remains unresolved, and involves the Superintendent, the Ombudsperson’s office may provide support.