

1600: COMPLAINTS (OTHER THAN CHILD ABUSE) AGAINST STAFF OR VOLUNTEERS (AP)

Approved:19 11 12

POLICY

Persons who have complaints against staff or volunteers are required first to discuss the matter with the person directly concerned before raising the complaint to a higher level of authority/responsibility.

A person receiving a complaint should not attempt to obtain a resolution until assurance is provided that the complaint has been referred to the lower levels of the referral chain.

This Administrative Procedure does not apply to situations for which union or other formal grievance processes have been developed.

Regulations

- 1.0 The Board believes that the following process provides a fair and efficient method for resolving complaints:
 - 1.1 Step 1: attempt to resolve the issue at the source by contacting the school district employee that you have a concern with.
 - 1.2 Step 2: involve the school district employee's immediate supervisor if a resolution is not reached in Step 1.
 - 1.3 Step 3: involve a District Senior Manager if a resolution is not reached in Step 2.
 - 1.4 Step 4: involve the Superintendent of Schools if a resolution is not reached in Step 3.
 - 1.5 Step 5: appeal to the Board of Education if a resolution is not reached in Step 4 (Policy 115: Appeal of a Decision by an Employee).
 - 1.6 Appeal to the Superintendent of Achievement (under section 11.1 of the *School Act*) if a resolution is not reached in Step 5 and the appeal is on "allowable grounds" as defined in the Appeals Regulation of the *School Act*.
- 2.0 To maintain the integrity of the process, the Superintendent and Board of Education will not become involved in the dispute until Step 4 or Step accordingly.
 - 2.1 Complainants are requested to not copy correspondence to the Superintendent and the Board of Education remains at arms-length in order to be in a position to review the matter in the event it is appealed to Step 4 or 5.

- 3.0 Members of the general public can be excused for not being aware of this Board Policy and Regulation, and if members of the public approach a trustee or staff member directly it is expected that the trustee or staff member will advise them of the correct procedure and available supports.
- 4.0 All board employees are expected to be aware of this policy and will not approach trustee or Senior Staff directly and will follow the procedures established in this administrative procedure.
- 5.0 The Board of Education published the “Communicating Effectively” brochure to assist in guiding the communication protocol. The brochure can be obtained from any school, the School Board Office, or the District website – www.sd70.bc.ca
- 6.0 Anonymous complaints addressed to the Board of Education, Superintendent or Secretary-Treasurer, or brought to the attention of the same, will not be accepted under the parameters of this policy.