



The Mountain View School Division has established these procedures to ensure effective steps in communication of complaints and/or concerns between parents/guardians, adult students, members of the community and divisional staff, as well as between staff members. It is always important that the partnership between schools and parents and the professional working relationships between staff are strong and that issues are resolved at the local level whenever possible.

All concerns and/or complaints brought forward by identified individuals to the attention of staff must be addressed. The individual or group raising a complaint shall be advised of the proper channeling for complaints.

Guiding principles:

- All communications need to be conducted with decorum and respectfulness.
- Individuals involved need to seek to understand each other’s point of view.
- Communications need to be conducted in a timely fashion.
- All individuals involved have a right to confidentiality.

The Division administration, Board of Trustees or committee of the Board will not consider or act upon complaints until the complaint has been explored at the appropriate level, as outlined below.

Except in situations that are governed by legislation (e.g., Child and Family Services Act), the complainant will be advised to first contact the person most directly involved.

Complaints against a teacher or an administrator should proceed according to the following steps:

**1. School Level**

- a. The Complainant first meets with the person against whom the complaint is made. Every reasonable effort should be made to resolve the concern at this level.

Should the staff member be unable to address the concern, he/she should direct the individual to the staff member who would best be able to address the concern.

- b. If the meeting with whom the complaint is against does not result in a resolution, the complainant should meet with the person in question along with the immediate supervisor (in most cases this would be the school principal), in an attempt to resolve the issue.

**2. Division Level**

- a. If the meeting with the immediate supervisor (school principal) does not result in a resolution, the complainant should contact the Superintendent/CEO. When complaints are made to division administration about teachers or school administrators, they are to be made in writing and signed by the person or persons lodging the complaint with a copy to the individual named. Electronic correspondence will be accepted.

<b>Cross Reference:</b> Board Operating Procedure #1 – Appeal Procedures	
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- b. If after consultation with the Superintendent/CEO, the situation has not been resolved, an appeal can be made to the Board of Trustees.

**3. Board Level**

- a. The Board Appeal procedures are located in the [Board Operating Procedures](#). The Appeal procedures are for an appeal to an administrative decision in Mountain View School Division.
- b. The Board of Trustees will only address an appeal after all other appropriate channels have been accessed.

**4. Provincial Level**

- a. If there is no resolution to the complaint at the Board level, the person with the concern may share their complaint with the Ministry of Education and Training.

For complaints against other employees of MVSD, the complainant should first meet with the person against whom the complaint is made. If the concern is not resolved, then the complainant should meet with the individual's immediate supervisor. Please see [MVSD Organizational Chart](#) to identify the appropriate supervisor. The complainant may also contact the Manager of Human Resources for the name and contact information of the individual's immediate supervisor.

At any point in the complaint process, the individual named shall have the right to have a representative present.

No reprisal of any kind shall be taken against any person, because of his or her participation in the process.

For the purposes of this procedure:

- a 'concern' is an issue of interest (because of its importance and effect) which is raised informally in order to improve or change a situation.
  - Example: I am concerned about the grading process used by Mr. Smith. I believe it does not fairly reflect the student's learning.
- a 'complaint' is an expression of grievance or resentment where the complainant is seeking redress or justice.
  - Example: The mark my child received in math is not correct and it needs to be addressed.

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