



## POLICY 2.5 ADDRESSING CONCERNs AND COMPLAINTs

The Board of Education believes in the importance of employees, students, and parents working together to create a positive culture. Tll Yahda, making things right is an expectation, founded on acknowledging a conflict and working towards a mutually agreeable resolution.

The Board supports the practice that concerns or complaints about personnel, programs or procedures are addressed with mutual respect, administrative fairness and are dealt with at the point closest to where the matter first arises.

Those involved will discuss concerns or complaints constructively with the goal to resolving matters in a mutually satisfactory manner.

Unresolved matters, where the decision significantly affects the education, health or safety of the student, may be appealed to the Board of Education utilizing 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 as the Board of Education's chief executive officer.

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.

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

- they are made, and dealt with, in a courteous and constructive manner;
- personnel have an opportunity to respond;
- complainants can submit relevant information and have an opportunity to be heard before the review of the complaint is finalized;
- complaints are handled in a timely, objective and fair manner; and
- complainants will be kept informed of the progress of their complaint.

This Policy is intended to articulate a fair, effective and transparent response for addressing concerns and complaints.

### **Processes for Addressing Concerns or Complaints**

1. No anonymous concerns or complaints shall be considered.



2. Every effort should be made to resolve the matter at the earliest possible stage. Persons receiving or hearing concerns or complaints should encourage the complainant to follow these processes.
3. Staff disputes are subject to grievance processes defined in the appropriate union collective agreement or individual contract.
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.
5. Any individual expressing a concern or a complaint may choose to be accompanied to any meetings by an advocate of their choosing.
6. The sequential steps to addressing a concern or complaint are:
  - 6.1. **Step 1** – Expression of concern or complaint, verbally or in writing, or in person to the individual responsible for the decision or action.  
**Step 1a** – Arrange a meeting to respectfully address the matter, focusing on the issues.  
**Step 1b** – Make a plan for a successful resolution.
  - 6.2. **Step 2** – If concern or complaint is not resolved, refer the matter to the immediate supervisor (school principal or manager).  
**Step 2a** – Attend a meeting to discuss the matter.
  - 6.3. **Step 3** – If the concern or complaint is not resolved at this level, the matter may be referred to a designate of the superintendent.  
**Step 3a** – Attend a meeting to discuss the matter.
  - 6.4. **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.