

PROCEDURE

1.0 Category No. 1: Complaints Concerning Teachers (Directed to School)

1.1 Instructional Staff (i.e. Teachers)

1.1.1 Teacher

Complaints regarding teachers should be first discussed with the teacher. If no resolution is found, then the complaint should be next directed to the Principal

1.1.2. Principal

If no resolution is found, then the complaint should be next directed to the Principal.

1.1.3 Supervisory Officer

If no resolution is found, then the complaint should be directed to a Supervisory Officer of the board.

1.1.4 In Writing

This next stage of complaint must be in writing with copies to the teacher and the Principal.

1.1.5 Response

At the board office supervisory officer level an attempt is made to resolve the matter. The response of the Supervisory Officer shall be in writing, with copies to the teacher and the Principal. If successful, then the issue concludes.

1.1.6 Board

If the response is unsatisfactory to the complainant, then the matter may be appealed to the Board. The complainant may register as a delegation to address the Board of Trustees following the procedure for delegations as outline in the *Procedural Bylaws of the Board: Page 16 Appendix D*.

2.0 Category No. 2: Complaints Concerning School-Based, Non-Instructional Staff

2.1 Non-instructional Staff (i.e., Lunch room supervisor, bus drivers, custodian, etc)

2.1.1 Principal

Complaints regarding school-based, non-instructional staff should first be discussed with the Principal. Complaints, although not limited to the following, do generally entail issues involving school yard and bus behaviour or behaviour of school staff.

2.1.2 Supervisory Officer

If no resolution is found, then the complaint should be directed to a Supervisory Officer of the board.

2.1.3 In Writing

The complaint must be in writing, with copies to the Principal and the employee.

2.1.4 Response

At the board office Supervisory Officer level an attempt is made to resolve the matter. The Supervisory Officer pursues further investigation and may seek to mediate. The response of the Supervisory Officer shall be in writing, with copies to the employee and the Principal. If successful, then the issue concludes.

2.1.5 Board

If the response is unsatisfactory to the complainant, then the matter may be appealed to the Board. The complainant may register as a delegation to address the Board of Trustees following the procedure for delegations as outline in the *Procedural Bylaws of the Board: Page 16 Appendix D*.

3.0 Category No. 3: System-Based Staff

3.1 System-based Staff (i.e., Special Education, Student Success, Mental Health etc)

3.1.1 Supervisory Officer

Complaints regarding system-based staff should be directed to a Supervisory Officer.

3.1.2 In Writing

The complaint must be in writing with a copy to the employee.

3.1.3 Response

At the board office Supervisory Officer level an attempt is made to resolve the matter. The Supervisory Officer investigates the matter formally by:

Contacting the school principal (if applicable)

Contacting the system-based staff member

If deemed necessary, contacting a student(s)

Contacting the board staff member
Contacting the complainant directly
Contacting the board office member

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