



School District No. 27 (Cariboo-Chilcotin)

COMPLAINTS (OTHER THAN CHILD ABUSE) AGAINST STAFF OR VOLUNTEERS

Policy No. 1312

Confirmed: June 2017

Effective: June 2016

Initial Adoption: June 1990

Preamble

Natural justice and system efficiency require that any complaints against staff or volunteers should be lodged directly with the person(s) against whom the complaint is made.

Because many complaints are a result of misunderstanding, the person complained about should be given an opportunity to clear up the problem without the intervention of a third party.

If after a discussion between the two parties, no satisfactory resolution is reached, it is appropriate for the complainant to refer the matter to the next highest supervisory level.

Only in unusual circumstances will a third party receive and act on a complaint that has not passed through the lower levels of the referral chain.

Recipients of a complaint should not proceed with its resolution until assurance has been obtained attesting to the fact that the process defined above has been followed. The process is not intended to deflect or inhibit the lodging of complaints; rather it is to create openness, to protect third parties from embarrassment, and to save the time of all parties.

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

Regulations

1. The Board believes that the following process provides a fair and efficient method for resolving complaints:
 - a. Step 1: Attempt to resolve the issue at the source by contacting the School District Employee that you have a concern with.

- b. Step 2: Involve the School District Employee's immediate supervisor if a resolution is not reached in step 1.
 - c. Step 3: Involve a District Senior Manager if a resolution is not reached in step 2.
 - d. Step 4: Involve the Superintendent of Schools if a resolution is not reached in step 3.
 - e. Step 5: Appeal to the Board of Education if a resolution is not reached in step 4. (Policy 1150 Appeal Procedures and Bylaw B2706 Appeals)
 - f. 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. 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 5 accordingly.
 - a. Complainants are requested to not copy correspondence to the Superintendent or the Board until the process has reached the appropriate step. This will ensure that the Superintendent and the Board of Education remain at arms-length in order to be in a position to review the matter in the event it is appealed to Step 4 or Step 5.
3. 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. All Board employees are expected to be aware of this policy and will not approach trustees or District Senior Management directly and will follow the procedures established in this policy and regulation.
5. The Board of Education publishes 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:
<http://www.sd27.bc.ca>.
6. 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 but will be considered under the parameters of Policy 4112 Whistleblower Protection.
7. Any complainant has the option of filing a complaint under the parameters of Policy 4112 Whistleblower Protection.