

COMPLAINT PROCESS FOR A RESOLUTION OF CONCERNS

Background

The complaint process ensures that any individual's concern will be given respectful attention while upholding the integrity of the educational system. It provides clear procedures for the communication and resolution of any concern held by members of our educational community. The educational community includes parents, students, employees and members of the public.

Procedures

1. Any District employee contacted by a member of the educational community with a concern will advise the person of the complaint process and encourage the person to express the concern to the individual involved.
2. Every effort is to be made to resolve the concern at Step 1 of the process.
3. The process will be carried out within a reasonable time frame.
4. The person with the concern must be informed of the progress in each step of the process.
5. The process does not deny access to Board Policy 13 – Appeals Bylaw to resolve a concern held by a member of the educational community.
6. Process
 - 6.1 Step 1: Initial Contact:
 - 6.1.1 The person(s) will express the concern(s) to the individual involved.
 - 6.1.2 Both parties will attempt to:
 - Define the concern(s);
 - Clarify the issue(s);
 - Develop an appreciation and understanding of each other's point of view;
 - Resolve the concern(s).
 - 6.1.3 If there is no resolution, the staff member will refer the matter to the Principal/Supervisor.

6.2 Step 2: Facilitated Contact:

6.2.1 The person(s) will meet with the Principal/Supervisor or designate.

6.2.2 At the meeting the Principal/Supervisor or designate will:

- Gather information;
- Attempt to resolve the concern(s);
- Document the information by recording issue(s) and possible solution(s);
- Resolve the concern(s).

6.2.3 If there is no resolution, proceed to Step 3

6.3 Step 3: District Contact

6.3.1 The Principal/Supervisor will forward all documentation to the Superintendent/Associate Superintendent/Director with recommendation(s) for resolution of the concern(s).

6.3.2 The Superintendent/Associate Superintendent/Director will review all information relevant to the matter and will:

- Contact the concerned person;
- Attempt to resolve the concern and inform the person(s) involved.

6.4 It is anticipated that the concern(s) will be resolved in Steps 1, 2 or 3, if not, Board Policy 13 – Appeals Bylaw is to be considered.

7. Principals shall communicate the procedures to their staff and parents on a yearly basis.

*Reference: Sections 6, 11, 11.1, 11.2, 11.3, 11.4, 11.5, 11.6, 11.7, 11.8, 22, 26, 85, 91 School Act
Appeals Regulation 24/08
Administrative Tribunals Act
Collective Agreement*

SD No. 40 (New Westminster)

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