

Administrative Procedure 152

COMPLAINT PROCEDURE

Background

In order that all concerns are dealt with fairly and within a reasonable length of time, any complaint appeal must incorporate these basic principles:

- An attempt must be made to resolve the issue locally;
- School and Division Office personnel must be given an opportunity for corrective administrative action;
- Complaints presented to the Division Office must be in writing and signed so that appropriate action can be taken;
- Confidentiality must be respected.

Procedures

1. Any complaint relating to a school, expressed either in person or through a representative, either verbally or in writing, to the School Community Council, trustee or Division staff shall be referred to the Principal for corrective action.
2. The Principal shall take initial steps to resolve in a satisfactory manner, the issues or concerns brought to his/her attention. Such administrative action shall be taken with consideration of his/her duties as defined by the Education Act and the Division's Administrative Procedures Manual.
3. The Principal shall advise the appropriate Superintendent of Education of both the complaint and the action taken.
4. If within a reasonable length of time, a serious matter has not been resolved, despite the actions taken by the Principal and the Superintendent of Education, then a written account is to be forwarded to the Director or designate. Generally such an account would include:
 - 4.1 A brief description of the problem;
 - 4.2 The steps taken to deal with it locally (i.e. who was advised, when, etc.);
 - 4.3 Signatures of those persons submitting the grievance.
5. The Director or designate shall:
 - 5.1 Investigate all aspects of the complaint;
 - 5.2 Prepare a full report for the Board with recommendations for action;
 - 5.3 Implement the corrective measures decided by Board motion;
 - 5.4 Advise all concerned parties of the process, procedure and action;
 - 5.5 Report back to the Board.

Reference: Sections 85, 87, 108, 109, 148, 151 Education Act