

Administrative Procedure 152 Appendix

PROTOCOL FOR OFFICIAL AND WRITTEN OUTSIDE COMPLAINTS/ CONCERNS RE: SCHOOL PERSONNEL

Background

The District will adhere to the following protocol/procedures regarding the receiving of official complaints/concerns re: school personnel.

Procedures

1. Request a written complaint/concern outlining the specific details re: personnel involved, the incident(s), location, time and expected outcome.
2. Provide a written response within 30 days to the complainant regarding the necessary protocol that is to be followed.
3. Inform everyone implicated in the initial written complaint.
4. Arrange a meeting within 30 days but as soon as possible, with the respective Union representatives in attendance and chaired by the Superintendent.
 - 4.1. Refusal of attendance at such meetings must be received in writing by the Superintendent.
5. If necessary, separate meetings will be arranged by the Superintendent.
 - 5.1. With the complainant and
 - 5.2. With the person(s) to whom the complaint/concern is directed.
6. If there is no resolution as a result of such meeting(s), then a formal investigation will occur as per the appropriate section and article of the respective Collective Agreement(s).
 - 6.1. Copies of this process as outlined in the Collective Agreement(s) will be forwarded to the respective complainant(s).
7. The District recognizes the sensitivity, the legal rights of all concerned and importance of the confidentiality in all matters related to the above.

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

Approved: 1997/1998
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