

BOARD OF EDUCATION OF SCHOOL DISTRICT NO.22 (VERNON)

BOARD POLICY NO: 230

Resolving Concerns and Complaints	
Approval Date:	January 11, 2005
Amendment Date(s):	September 20, 2023
Reference(s):	

The Board recognizes that concerns and complaints regarding the operation of the District may arise.

The Board further believes that constructive criticism can assist in improving the quality of the District's educational programs and in meeting student needs more effectively.

The Board places trust in its employees and desires to support their actions in a manner that frees them from unnecessary or unwarranted criticism.

The key principles for raising and addressing concerns and complaints include that:

- They are made, and dealt with, in a courteous and constructive manner
- They are addressed as near the source as possible
- Personnel against whom complaints are made have an opportunity to respond
- Complainants can submit relevant information and have an opportunity to be heard before the review of the complaint is finalized
- Complaints are handled in a timely, objective and fair manner
- Complainants will be kept informed of the progress of their complaint

This Policy is intended to articulate a fair, effective and transparent response for addressing concerns and complaints

Processes for Addressing Concerns or Complaints

- 1 No anonymous complaints shall be considered.
- 2 Staff concerns or complaints are subject to processes defined in the appropriate union Collective Agreement or individual contract.
- 3 When a process is provided in legislation, in an employee collective agreement, or elsewhere in Board policy for complaints concerning personnel, programs or practices, those complaints shall be handled in the manner specified.
 - 3.1 Where the complaint involves alleged physical or sexual abuse against an employee are subject to the Board Child Welfare – Child Abuse policy and must be reported to the Ministry for Children and Family Development and/or the RCMP.

- 3.2 Where the complaint involves personal or sexual harassment, the process to be followed is outlined in Board Policy regarding Discrimination and Sexual Harassment.
- 3.3 Where the complaint involves challenging the appropriateness of Library Learning Commons resources the process to be followed is outlined in District Administrative Procedures regarding Library Learning Commons.
- 4 Every effort should be made to resolve the concern at the earliest possible stage. Persons receiving or hearing complaints should encourage the complainant to follow these processes.
- 5 Any individual expressing a concern or a complaint may choose to be accompanied to any meetings by an advocate of their choosing.
- 6 The sequential steps to addressing a concern or complaint are:

Step 1 – Expression of concern or complaint, verbally or in writing, or in person to the individual responsible for the decision.

Step 1a – Arrange a meeting to respectfully address the concern, focusing on the issues.

Step 1b – Make a plan for a successful resolution.

Step 2 – If concern or complaint is not resolved, refer concern to the immediate supervisor (school principal or manager)

Step 2a – Attend a meeting with all parties to discuss the matter.

Step 3 – If the concern is not resolved at this level, the concern may be referred to the Superintendent, who may delegate to another senior staff member.

Step 3a – Attend a meeting with all parties to discuss the matter.

Step 4 – If the complaint is not resolved, the matter may be appealed to the Board. The Board Appeal Bylaw contains all the details regarding filing such an appeal.