

CONCERNS, COMPLAINTS AND DISPUTE RESOLUTION

Background

The Division is committed to working cooperatively and responsibly with the parents/guardians and school staff members in support of student learning. The *Education Act* outlines responsibilities of students, parents, and employees in ensuring that each member of the school communities' conduct contributes to a welcoming, caring, respectful and safe learning environment.

Procedures

1. Concern or Complaint

- 1.1 When a concern or complaint arises, the parent/guardian is requested to meet and speak first with the Division employee directly involved (i.e., teacher or bus driver) in an attempt to resolve the issue. It is expected that meetings will typically be:
 - 1.1.1 In person;
 - 1.1.2 One to one; and
 - 1.1.3 Focused on resolving the matter.
- 1.2 Concerns and complaints must be communicated in a respectful manner, at an appropriate time and place and should not be made:
 - 1.2.1 In the presence of students;
 - 1.2.2 During instructional time; or
 - 1.2.3 In the presence of an employee's co-workers (except the Principal or Assistant Principal).
- 1.3 If satisfactory resolution to the concern is not achieved with the employee directly involved, the next step is to meet the employee's supervisor (Principal for school staff; Directors of Learning for Administrators and Secretary-Treasurer for Business, Facilities or Transportation) to assist with a concern or complaint.
- 1.4 If the parent/guardian is reluctant to speak first to the employee directly involved, the parent/guardian may contact the Principal or Directors of Learning to assist with a concern or complaint.
 - 1.4.1 Steps will be taken to ensure that the concern or complaint is reviewed in an appropriate and timely manner.
 - 1.4.2 The parent/guardian will be informed that the employee directly involved may be advised of the parent/guardian's concern or complaint.
- 1.5 If an employee has a concern or complaint about a colleague or supervisor, they can:
 - 1.5.1 Address the concern directly with the colleague or supervisor.
 - 1.5.2 If they feel a student is at risk, they are able to speak directly with a supervisor.
 - 1.5.3 If the concern of a student at risk involves a supervisor, the employee should contact Human Resources.

- 1.5.4 In all cases, making a false, frivolous, vexatious or bad faith allegation against any person subject to this administrative procedure is a serious offense, is considered disrespectful behaviour, will not be tolerated, and may be subject to sanction.

2. Dispute Resolution Process

- 2.1 Prior to appealing the Board, the parent/guardian or student must have followed the school dispute resolution process provided for in this administrative procedure.
- 2.2 When a decision by an employee significantly affects the education of a student and the parent/guardian or student indicates their intention to contest the decision, the employee shall inform the parent/guardian or student of the dispute resolution process at the school level.

3. Dispute Resolution Process – Superintendent

- 3.1 If a parent/guardian is not satisfied with a decision made by a Principal or Supervisor, the parent/guardian may make a request for review in writing to the Superintendent or designate, within ten (10) school days of communication of the decision.
- 3.2 The dispute resolution process must be completed within sixty (60) calendar days.

Reference: Section 32, 40, 41, 42, 44, 52, 53, 196, 197, 222 Education Act
Code of Professional Conduct for Teachers and Teacher Leaders Jan 2023

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