



Complaints against Staff from Parents/Guardians

Administrative Procedure 1.A.040

Board Governance Policy Cross Reference: Policy 1, 2, 3, 12, 15, 16, 17

Legal Reference: Working Together: A Guide to Positive Problem Solving (MECY, 2004), The Public Schools Act

Date Adopted: January, 1998

Date Amended: February, 2005; June, 2012; April, 2024

Date Reviewed: March, 2018; April, 2019; November, 2020

From time to time, concerns arise regarding District staff. The following guidelines are a suggested process for unresolved concerns or more serious matters, which would be characterized as complaints.

Important considerations include addressing the complaint(s) raised as early as possible, ensuring confidential treatment of complaints including the use of in-camera sessions by the Board of Trustees whenever addressing personnel and student issues and recognizing the importance of a process that is recognized as fair and equitable by all parties.

The process outlined below recognizes that when a complaint reaches the Board of Trustees, it takes on a significance that requires more formality. An individual or group raising a concern or complaint needs to be advised on the appropriate process.

1. School Level

- ◆ Whenever possible, the complaint should be dealt with at the school level.
- ◆ It is recommended that the complainant meet first with the person against whom the complaint is made. The exception to this is where legislation prescribes otherwise (e.g. Child and Family Services Act).
- ◆ If the meeting with the person against whom the complaint is made does not result in satisfactory resolution, the parties would meet with the school principal in an attempt to resolve the issue.
- ◆ Where a concern or complaint is directed to a district administrator or trustee, it is important that the complainant be directed first to the school to allow for a meeting between the person against whom the complaint is made and, if necessary, with the school principal. Except in exceptional circumstances, no action should be taken by the district administrator or trustee before the concern/complaints have been addressed at the school level.

- ◆ The School District of Mystery Lake will share its policies or procedures dealing with complaints with its employees, school advisory committees, parents and other individuals or groups as appropriate.

2. Division Level

- ◆ Complaints made directly to the Superintendent or the Board of Trustees must be recorded in writing and signed by the person(s) lodging the complaint. A copy will normally be shared with the individual named.
- ◆ The individual named shall be given an opportunity for explanation and written response.
- ◆ The individual named shall always have the right to have a representative present.
- ◆ The immediate supervisor will be notified of the written complaint.

3. Personnel Files

- ◆ If documentation is entered into a personnel file, the staff member will be provided with a copy and will have an opportunity to include a written response.
- ◆ If a complaint is determined to be unfounded, it will not be included in the employee's personnel file.