

ROLLING RIVER SCHOOL DIVISION POLICY

Resolving Complaints

KLD/P

Concerns may arise regarding School Division personnel, programs, activities and/or operations. The Board expects that complaints and concerns will be dealt with at the school / department level, directly with the individuals involved. Most of these situations will be addressed satisfactorily through informal discussion between the person(s) with the concern and the employee(s) with responsibility in the situation.

The Board supports the process reflected in the Regulation for dealing with unresolved concerns or for more serious matters that would be characterized as a complaint. An individual or group raising a concern or complaint will be advised of the appropriate process.

All parties have an interest in ensuring that a fair and expeditious process is in place to deal with complaints. The purpose of this process is to find a satisfactory resolution to the complaint(s) raised. Important considerations include:

- addressing the complaint(s) raised as early as possible,
- ensuring confidential treatment of the complaint(s) and
- using a process that is recognized as fair and equitable by all parties.

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Reference: *Policy BDDH – Public Participation at Board Meetings & Brochure*

Date Adopted: June 17, 1999

Date Revised: March 9, 2006

Date Revised: May 26, 2010

ROLLING RIVER SCHOOL DIVISION REGULATION

Resolving Complaints

KLD/R

Personnel Complaints

1. School/ Department Level

- Whenever possible, the complaint should be dealt with at the school / department level.
- Where a concern or complaint is directed to a senior administrator the complaint will be redirected first to the school administration / supervisor to allow for a meeting between the person against whom the complaint is made and, if necessary, with the school principal / supervisor. No action will be taken by a senior administrator before the concern/complaint has been addressed at the school / department level. The exception to this is where legislation prescribes otherwise (e.g. Child and Family Services Act) or when the superintendent deems the situation to be emergent or where the involvement of third party is in the best interests of the parties involved.
- If the meeting with the person against whom the complaint is made does not result in satisfactory resolution, the parties will meet with the immediate supervisor in an attempt to resolve the issue.

2. Division Level

- When a complaint is made to the senior administrator, he/she will determine first if the protocol outlined in the policy has been followed before attempting to resolve the complaint.
- When a complaint is made directly to the school board, it takes on a significance that requires more formality. Complaints must be recorded in writing and must be signed by the person(s) lodging the complaint, with a copy to the individual named in the complaint.
- The immediate supervisor will be notified of a written complaint against any employee under his/her supervision.
- The individual named in the complaint will be given an opportunity for explanation and written response and will have the right to have a representative of his/her choosing present during any discussions or meeting about the complaint.

3. Personnel Files

- If documentation is entered into a personnel file, the employee 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.

ROLLING RIVER SCHOOL DIVISION REGULATION

Resolving Complaints - continued

KLD/R

Programs, Activities and Operations Complaints

1. School/ Department Level

- Whenever possible, the complaint should be dealt with at the school / department level.
- Where a concern or complaint is directed to a senior administrator the complaint will be redirected first to the school administrator / supervisor to allow for a meeting regarding the complaint. No action will be taken by a senior administrator before the concern/complaint has been addressed at the school / department level. The exception to this is where legislation prescribes otherwise (e.g. Child and Family Services Act) or when the superintendent deems the situation to be emergent or where the involvement of third party is in the best interests of the parties involved.
- If the meeting with the person with authority in the area of the complaint does not result in satisfactory resolution, the parties will meet with the Divisional Administrator with responsibility for the area of the concern in an attempt to resolve the issue.

2. Division Level

- When a complaint is made to the senior administrator, he/she will determine first if the protocol outlined in the policy has been followed before attempting to resolve the complaint.
- When a complaint is made directly to the school board it takes on a significance that requires more formality. Complaints must be recorded in writing and must be signed by the person(s) lodging the complaint, with a copy to the person responsible for the program, activity or operation.
- The immediate supervisor will be notified of a written complaint against any program, activity or operation under his/her supervision.
- The supervisor of the program, activity or operation named in the complaint will be given an opportunity for explanation and written response and have the right to have a representative of his/her choosing present during any discussions or meeting about the complaint.

3. Personnel Files

- If documentation is entered into a personnel file, the employee 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.

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