



**CONCERNS/COMPLAINTS
PROCESS**

**Approved by
Sk'elep School BoG
April 1, 2004**

SK'ELEP SCHOOL OF EXCELLENCE POLICY

Reference Topic: Complaints
Reference No: Disk 3

Effective Date: April 1, 2004

Concerns/Complaints Process

Policy Statement/Goals

The Board recognizes that from time to time parents, community members, or members of the general public may have concerns related to the operation of the School or the behaviour of School staff which they wish to bring forward. The following regulations are enacted to ensure that the concern or complaint is handled in a respectful and fair manner. Confidentiality will be respected in all matters related to any concerns or complaints that are brought forward.

It is understood that School staff members shall use the process identified in the Personnel Policy (Section D, p. 18) "Resolving Differences". Failure (by staff members) to follow the process outlined in Section D will result in disciplinary action (Section A-05) determined by the Principal in consultation with the Chair of the Board's Personnel Committee.

Regulations

1. Any Sk'elep School employee, Board member, or PAC member contacted by a member of the community or the general public with a concern/complaint about the School will advise the complainant how to access this policy and will encourage the person to express their concern to the Principal.
2. Concerns or complaints from parents, community members, or members of the general public should initially be discussed with the Principal who will make every reasonable effort to resolve the concern through developing an understanding of the concerns, issues, and differing points of view.
3. The Principal will document (confidentially and in writing) any concern or complaint with appropriate details such as the date, the nature of the concern/complaint, the name of the person initiating the concern/complaint and any other relevant information.
4. If the issue cannot be resolved by the Principal, complainants are encouraged to put their concern or complaint in writing and submit the letter to the Chair of the Board's Personnel Committee. The letter should:
 - a. Define/describe the concern or complaint
 - b. Clarify/describe the issue(s)
 - c. Propose a remedy or resolution to the concern or complaint

5. Upon receipt of a letter of concern or complaint, the Chair of the Personnel Committee will ensure that the receipt of the letter is acknowledged in writing to the person initiating the concern.
6. The Chair of the Personnel Committee will determine what type of response is required to address the concern or complaint. Every effort will be made to respond respectfully and fairly to the written concern or complaint.
7. Once the concern/complaint has been addressed and any action to be taken is implemented, a letter will be sent to the initiator of the complaint indicating what action was taken to address the concern.
8. Any concern or complaint that involves any type of staff discipline and/or any complaint or concern that involves inappropriate or unprofessional staff behaviour will be reported to the Board.
9. If the concern or complaint is about the Principal, a letter of concern or complaint should be forwarded, with all documentation and description of the circumstances related to the complaint, to the Chair of the Personnel Committee. The Chair of the Personnel Committee will follow these steps:
 - a. Meet individually with the Principal and the complainant to determine all of the facts and circumstances related to the complaint.
 - b. Bring the Principal and complainant together to gain a mutual understanding and resolution to the complaint; or
 - c. Identify a resolution to the complaint and communicate it individually to both the Principal and the complainant.
10. If there is no mutual or accepted resolution to the complaint as outlined in Step 6 Step 7, or Step 9, the complainant may make representation (in person) to the Board of Governors. The Board will consider the details of the complainant's representation and will make a decision related to resolving the complaint, which will be final.