

## Suggested Guidelines for Resolving Complaints Regarding Teachers and School Administrators

From time to time, concerns arise regarding teachers and school administrators. Most of these situations will be addressed satisfactorily through informal discussion between the person(s) with the concern and the teacher or school administrator. The following guidelines are a suggested process for unresolved concerns or more serious matters which would be characterized as a complaint.

Everyone has an interest in ensuring that a fair and expeditious process is in place to deal with complaints about teachers or school administrators. 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 complaints including the use of in-camera sessions by the Board of Trustees whenever addressing personnel 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.

### School Level

Whenever possible, the complaint should be dealt with at the school level. It is important for the complainant to meet first with the person against whom the complaint is made. The exception to this is where legislation prescribes otherwise (eg., 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 immediate supervisor in an attempt to resolve the issue.

Where a concern or complaint is directed to a division 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. No action should be taken by the division administrator or trustee before the concerns/complaints have been addressed at the school level.

The school board will share its policies or procedures dealing with complaints with its employees, school advisory committees and other individuals or groups as appropriate.

### Division Level

When complaints are made directly to the school board about teachers or school administrators, they must be recorded in writing and must be signed by the person(s) lodging the complaint, with a copy to 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.

### Personnel Files

If documentation is entered into a personnel file, the teacher or school administrator 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.