

# POLICY

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No. D.1

## COMPLAINTS AGAINST STAFF OR VOLUNTEERS

*Adopted: 82-01-13  
Amended: 87-07-13  
Reviewed: 02-01-14  
Amended: 04-01-19  
Amended: 05-09-12  
Amended: 11-02-08  
Reviewed: 12-02-14  
Reviewed: 13-01-08  
Amended: 14-03-03  
Reviewed: 15-02-10  
Reviewed: 15-11-09  
Reviewed: 16-11-14  
Reviewed: 17-11-13*

### Policy

The Board recognizes that, from time to time, concerns regarding the operation of the School District will arise. The Board, consistent with its broad policy-making role, believes it should deal with complaints concerning specific schools, personnel, programs, or procedures only after the usual channels have been exhausted.

The Board also places trust in its employees and desires to support their actions in a manner that frees them from unnecessary or unwarranted criticism and complaints. Complaints, questions or expressions of concern shall be dealt with in a manner that reflects mutual respect and fair process, and procedures for dealing with such situations shall ensure that:

- complaints are handled between those immediately involved, if possible;
- complaints are investigated and resolved expeditiously;
- complaints are dealt with in a courteous and constructive manner;
- personnel against whom complaints are made have an opportunity to respond.

Specific complaint policies in regard to alleged sexual or personal harassment can be found in Board Policy D.10: *Respectful Workplace*; in regard to alleged child abuse in Board Policy E.5: *Child Abuse*; and in regard to complaints regarding the appropriateness of locally evaluated learning materials in Board Policy E.4: *Challenging the Appropriateness of Learning Resources*.

# REGULATION

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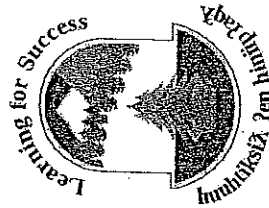
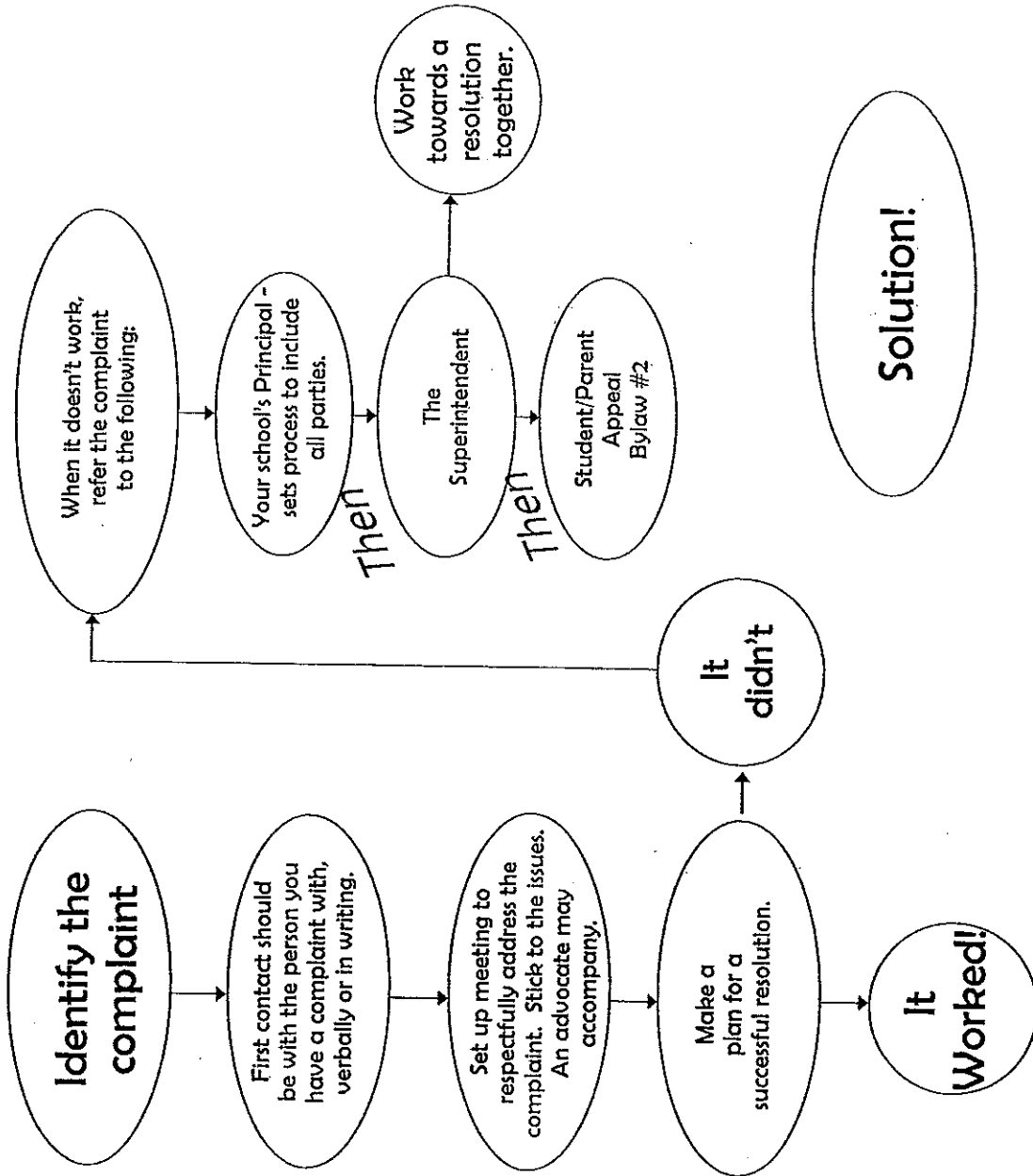
### Regulation

The Board believes that the following process provides a fair and efficient method for resolving complaints:

1. Attempt to resolve the issue at the source by contacting the School District Employee with whom you have a concern.
2. Involve the School District Employee's immediate supervisor if a resolution is not reached in Step 1.
3. Involve a District Senior Manager if a resolution is not reached in Step 2.
4. Involve the Superintendent of Schools/Secretary-Treasurer if a resolution is not reached in Step 3.
5. Appeal to the Board of Education if a resolution is not reached in Step 4.
6. Appeal to the Superintendent of Achievement (under Section 11.1 of the *School Act*) if a resolution is not reached in Step 5 and the appeal is on "allowable grounds" as defined in the Appeals Regulation of the *School Act*.

Members of the general public can be excused for not being aware of this Board Policy and Regulation, and if members of the public approach a trustee or staff member directly, it is expected that the trustee or staff member will advise them of the correct procedure and available supports.

School District #84, Vancouver Island West  
**COMMUNICATION PROTOCOL**



In partnership with our diverse communities, School District 84 will provide all students with a quality education relevant to the demands of a modern society.

## Steps to Resolving Concerns Or Complaints

The Vancouver Island West Board of Education believes that trusting relationships and open communication are important.

Policy D1 reflects a collaborative approach to resolving concerns or complaints.



# COMMUNICATIONS PROTOCOL

## Steps to Resolving Conflict:

The following guidelines have been developed to support respectful communication when concerns arise. It is expected that every attempt will be made to resolve concerns at the school level; or level closest to the concern.

If, at any time you need advice, you can seek assistance/support in this process from:

- School Staff
- School District Office Staff

### 1) Identify the Concern

**Try to resolve the concern:**

- 4 Begin at the school level between the concerned parties.

**To help you do this:**

- 4 Focus on the student's needs.
- 4 Define the real issue: What is needed and wanted?
- 4 Make an appointment to see the person with whom you have a concern. Set a mutually satisfactory date and time.
- 4 Prepare for meeting - make notes, plan.

- 4 Bring a support person if you desire.  
(Inform the person with whom you are meeting, so they are not surprised.)
- 4 Respectfully address your concern.
- 4 Together, explore possible options and select the best solution.

### 2) Make a Plan for Resolution and Success

- 4 Set up an action plan with times, dates, and follow-up.  
Seek assistance.

### 3) Seek Assistance

- 4 If the issue is not resolved, or an action plan is not successful, seek assistance from the Principal after informing the other party of your intent to do so.
- 4 If the issue concerns the Principal and you have not had success through the initial portion of this process, contact the Superintendent of Schools at 250-283-2241 for assistance or support in resolving the issue.
- 4 If the issue remains unresolved after accessing assistance or support from the Superintendent of Schools, contact the School Board. Call the School District for information on the appeal process.

## General Information

All concerns should be addressed. If you feel that you cannot approach the individual involved, please contact your school principal for assistance.

If you require more information, please contact the School District Office at 250-283-2241. School District 84 believes that this Communications Protocol will aid in a respectful and mutually satisfying resolution to problems and concerns.

Adapted from SD 28, 69 & 8

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Vancouver Island West**

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