

POLICY 406: RESOLVING CONCERNS REGARDING PERSONNEL, PROGRAMS OR PROCEDURES ADMINISTRATIVE PROCEDURES

Working Definitions:

Misconduct: Conscious action that is contrary to accepted standards of conduct or characterized as being improper or unlawful.

Incompetence: The inability to perform to a required level within the realm of an employee's duties.

Procedure:

Where the concern involves alleged child abuse, the procedure to be followed is outlined in [Policy 306: Suspected Child/Youth Abuse](#).

Where the concern involves personal or sexual harassment, the procedure to be followed is outlined in [Policy 505: Employee Welfare](#).

Where the concern involves challenging the appropriateness of classroom learning resources, the procedure to be followed is outlined in [Policy 201: Learning Resources for Classroom Use](#).

When no procedure is provided in legislation, in an employee collective agreement, or elsewhere in Board of Education policy, the steps outlined below should be followed to resolve a concern, with every effort made to address the issue as near to the source as possible. Parents and/or students may have a support person to assist them and accompany them to meetings at any stage in this process. Best efforts will be made to respond to a written concern within 1 to 5 school days.

If there is a serious concern with an employee, parents/students should move directly to Step 2 of the following procedures.

Step 1: Employee

Discuss the concern with the employee. Employees work hard to communicate with parents/guardians about their children. Concerns are often resolved at this step.

Step 2: Principal*

Discuss the concern with the school Principal. Principals work hard to provide a safe and welcoming learning environment for all students and staff. The Principal shall ensure that the complainant is aware of [Policy 406](#). **At the secondary level, the concern should be discussed with the grade level administrator first, then with the Principal if not resolved.*

Step 3: Director of Instruction

Make an appointment to discuss the concern with the Director of Instruction responsible for your Family of Schools. Contact information can be found on the [District website](#). The parent/guardian and/or student will meet with the Director of Instruction. The Director of Instruction will provide a written disposition of their review.

Step 4: Assistant Superintendent

Provide your concern, in writing, to the Assistant Superintendent responsible for your Family of Schools (contact information can be found on the [District website](#)). The parent/guardian and/or

student will meet with the Assistant Superintendent. The Assistant Superintendent will provide a written disposition of their review.

Step 5: Superintendent

Provide your concern, in writing, to the Superintendent (contact information can be found on the [District website](#)). The parent/guardian and/or student will meet with the Superintendent. The Superintendent will provide a written final disposition on the matter.

If there is no successful resolution, in cases which significantly affect the education, health or safety of a student, the parent and/or student may give written Notice of Appeal to the Board of Education through [Bylaw 906: School Act Appeals](#) in accordance with Section 11 of the School Act.

At any step in the process, a complaint involving a teacher, school or district administrator may be brought to the Teacher Regulation Branch.

Resources

[Policy 201: Learning Resources for Classroom Use](#)

[Policy 306: Suspected Child/Youth Abuse](#)

[Policy 505: Employee Welfare](#)

[Bylaw 906: School Act Appeals](#)