



POLICY:

REGULATION: **KLD - PUBLIC COMPLAINTS ABOUT
SCHOOL PERSONNEL**

EXHIBIT:

In the interest of handling all complaints fairly and expeditiously, the following guidelines are recommended:

1. The individual or group raising a complaint shall be advised of the proper channeling for complaints.

The Division administration, Board of Trustees or committee of the Board will not consider or act upon complaints until the complaint has been explored at the appropriate level as outlined below.

Except in situations which are governed by legislation (e.g. Child and Family Services Act), the complainant will be advised to first contact the person most directly involved.

Complaints against a teacher or an administrator should proceed according to the following steps:

- I. The Complainant first meets with the person against whom he/she is complaining. If satisfaction is not obtained at that level, the complainant should meet with the person in question along with the immediate supervisor, in an attempt to resolve the issue.

- II. Complainant meets with:

- a) Person against whom complaint is made.
- b) Person against whom complaint is made and immediate supervisor.
- c) Person against whom complaint is made, immediate supervisor, employer.

2. When complaints are made to the Division administration or to the Board about teachers or school administrators, they must be made in writing and must be signed by the person or persons lodging the complaint with a copy to the individual named.

Written complaints about teachers or administrators shall utilize the following procedures:

- a) When a written complaint about a teacher or administrator is received, the individual named shall be notified and shall be given an opportunity for explanation and written response.
- b) At any point in the complaint process, the individual named shall have the right to have a representative present.

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- c) The immediate supervisor shall be notified of the written complaint.
- d) The Board of Trustees will hear personnel matters in-camera.
- e) The Board and administrators shall treat all information received as confidential

- 3. Individual trustees who receive complaints should follow the above guidelines.
- 4. School Advisory Committees shall be informed of School Board policies dealing with complaints.
- 5. Personnel Files:

No documents pertaining to a complaint will be entered into the personnel file of a teacher or administrator when it is concluded that such complaint was unfounded.

When documentation is entered into a personnel file, the teacher or administrator shall be advised, in writing, and shall be provided an opportunity to enter a written response.

COMPLAINTS BY A GROUP AGAINST AN INDIVIDUAL OR A SCHOOL

When a group wishes to address the Board, on any matter, they should notify the Board in writing 24 hours prior to the Board meeting. They must include a statement of the nature of their business. If the purpose is to make a complaint against a teacher or a school, the Superintendent shall advise them of the procedure to be followed in respect to complaints.

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