

# COMPLAINTS

## Background

The Superintendent will ensure that the District and schools maintain procedures for dealing with complaints from parents, students, and members of the public.

## Procedures

1. General Complaints from Parents, Students, and the Public
  - 1.1. Complaints regarding employees and/or routine District operations and practices are to be brought to the attention of the District employee most directly responsible for the perceived problem.
2. General Complaints from District Employees
  - 2.1. Complaints regarding matters covered by contractual agreements between the Board and employee groups shall be addressed in the manner specified in appropriate contractual provisions dealing with the resolution of differences.
  - 2.2. Complaints regarding routine District operations and practices not covered by contractual provisions are to be brought to the attention of the District employee most directly responsible for the perceived problem.
  - 2.3. Complaints from individual employees may be considered directly by the Superintendent when all other avenues have been exhausted.
3. Complaints about Learning Resources
  - 3.1. See **Administrative Procedure 251 (Learning Resources)**.
4. Appeals of Employee Decisions
  - 4.1. The Board and the Ministry of Education endorse the right of a student and/or the parent of a student to appeal to the Board, decisions of District employees where such decisions significantly affect the health, education, or safety of the student (Section 11 of the School Act). Appeals to the Board are subject to the process outlined in **Board Policy 13 - Appeals** and will be heard, provided that every attempt to consult with the employee(s) concerned has taken place, prior to the appeal.

Reference: Sections 6, 11, 11.1, 11.2, 11.3, 11.4, 11.5, 11.6, 11.7, 11.8, 22, 26, 85, 91 School Act  
Appeals Regulation 24/08  
Administrative Tribunals Act  
Collective Agreements

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