

## CONCERNS AND COMPLAINTS

The Seven Oaks School Division recognizes that, on occasion, concerns and/or complaints may arise between members of the community and the Division's staff. Similar concerns may arise between staff within the division.

As the facts, issues and context regarding such concerns and/or complaints are unique to each and every case, this document sets out principles rather than a set process for Seven Oaks staff to employ when dealing with expressed concerns and/or complaints.

### DEFINITION OF A CONCERN

A concern is an expression of unease with a particular situation. Resolution of a concern involves increasing understanding of the situation or altering the situation through a process of exploration, acknowledgement, acceptance and mutual accommodation.

### Process Principles for Concerns

- A. A concern will be dealt with in a fair, reasonable, expeditious, forthright, and open manner.
- B. Information may be shared with all relevant parties.
- C. Where a concern becomes a complaint, the protocol for following complaints will be followed.
- D. A situation dealt with as a concern will not lead to disciplinary action.

### DEFINITION OF A COMPLAINT

A complaint is an expression of dissatisfaction with a particular situation. It carries with it the expectation that, if founded, there will be a correction of the situation. It may also carry with it the expectation that a staff member or staff members may face disciplinary action.

### Process Principles for Complaints

- A. A complaint will be dealt with in a fair, reasonable, expeditious and forthright manner.
- B. The staff member in question will be informed of the complaint at the first opportunity, is generally entitled to all correspondence relating to that complaint (exceptions may be correspondence directed to third parties or correspondence

involving child welfare or FIPPA issues) and is entitled to seek representation.

- C. The staff member in question will be given an opportunity for explanation and written response.
- D. It is preferable that a resolution takes place by the people most directly involved. The protocol for resolving complaints is as follows:
  - 1. Complainant meet with the staff member.
  - 2. Complainant meet with the principal or supervisor and staff member.
  - 3. Complainant meet with the superintendent, principal or supervisor and staff member.
  - 4. Complainant meet with the Board of Trustees, superintendent, principal or supervisor and staff member.
- E. If a complaint cannot be resolved directly or if the complainant is unwilling to resolve it that way, the complaint will be referred to an immediate supervisor (principal or supervisor, member of the superintendents' team).
- F. The Division administration and/or Board of Trustees shall not give formal consideration or take disciplinary action upon a complaint until the complaint has been explored in accordance with the process principles.