

**PROCEDURES FOR THE HANDLING AND  
RESOLUTION OF COMPLAINTS OF WORKPLACE VIOLENCE**

(a) Early Problem Resolution

The objective of early resolution is to resolve an allegation of violence as soon as possible, in a fair and respectful manner without having to resort to the complaint process. Every effort will be made to resolve the problem early with open communication and in a co-operative manner. The use of problem resolution mechanisms such as coaching, counselling and facilitation can in many instances resolve the issue and prevent the situation from escalating to the point where filing a complaint is necessary. An allegation of violence is serious. If staff or students of the Division believe that they have been subjected to violence, the following actions will be taken.

The person who feels that they have been subjected to violence by another person in the Division is encouraged to make it known to that person as soon as possible in an attempt to resolve the issue.

If the issue is not resolved or if the offended person does not want to speak directly with the other, the offended person will meet with his or her administrator/supervisor in an attempt to find a solution and resolve the issue.

If the administrator/supervisor is unable to resolve the issue or the administrator/supervisor determines the issue warrants the attention of the School Principal/Director then the School's Principal/Director will be notified of the allegation.

The School Principal/Director must make every effort to resolve the issue between the parties as quickly as possible.

(b) Complaint Process

If early resolution is not successful or is not deemed appropriate, the employee may file a complaint with the School Principal/Director. The complaint will be filed in a timely manner.

The sharing of information related to the violence complaint with the parties must comply with the principles of privacy and access to information legislation.

If a complainant wishes to make a written complaint the following process will be

followed:

**Step 1 – Filing a complaint**

The complainant submits a complaint in writing on the Report of Violence form to the School Principal/Director or to the Assistant Superintendent – Personnel if the School Principal/Director is the subject of the complaint.

**Step 2 – Acknowledgement of the Complaint**

Upon receipt of the complaint the School Principal/Director acknowledges receipt Of the complaint in writing to the complainant and copies the acknowledgement to the school's liaison Superintendent. The Report of Violence form must be received within the school year which it occurs.

The School Principal/Director informs the respondent that a complaint has been received and provides him/her with the particulars of the complaint in writing, including the allegations.

**Step 3 – Review of the Complaint**

Once the complaint has been acknowledged the School Principal/Director reviews the complaint.

If the School Principal/Director is able to conclude from this initial review that the complaint is not related to violence, he or she informs the complainant and the respondent in writing and re-directs the complainant to the appropriate avenue of recourse or suggests other means of resolving the issue.

If the allegations are related to violence, the School Principal/Director reviews what efforts have been made to resolve the problem.

**Step 4 – Investigation**

The School Principal/Director will begin an investigation into the complaint and will interview the complainant, the respondent and any witnesses. The School Principal/Director then writes a report that states his or her finds and conclusions.

**Step 5 – Decision**

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The School Principal/Director then informs the parties in writing of the outcome of the investigation and ensures that corrective and/or disciplinary measures are taken, if warranted.

**Step 6 – Appeal**

Where the respondent disagrees with the decision (findings or penalties) of the School Principal/Director an appeal may be made in writing to the Superintendent within ten (10) working days of receipt of the decision.

The complainant may take the matter to Human Rights to file a complaint.