

AP 140 – ISSUE RESOLUTION PROTOCOL

Background

The Division believes in open and honest communication among staff, parents and community. We believe that we communicate most effectively through our schools and that all of our employees are part of a communication team. Occasionally, issues or concerns arise and to best support our school community, we follow the Issue Resolution Protocol below.

Procedures

1. When issues or concerns arise, the complainant shall be encouraged to speak directly to the individual to whom the complaint applies.
2. If the complainant is not comfortable speaking directly to the individual to whom the complaint applies arrangements shall be made for a third party (Principal, Deputy Director, or Chief Financial Officer) to facilitate a meeting between the parties directly involved.
3. Should the complainant be unable to resolve a concern, having met directly, with the individual to whom the complaint applies, that person's immediate supervisor is to become involved. Unresolved issues involving school-based staff (Educational Assistants, teachers and counselors) should be referred to school administration (Vice Principal or Principal). Unresolved issues involving school administration or consultative staff should be referred to the Deputy Director.
4. Should the complainant continue to be unresolved having met with the Deputy Director directly, the unresolved issue should be referred to the Director or designate.
5. Any complaint regarding gross misconduct or student injury may be referred directly to the Director. Depending upon the circumstances surrounding the incident the Director will determine whether the complainant should be referred to personnel more familiar with to the area of concern. Additionally, the Director may determine that personal investigation must be undertaken before determining means to resolve the issue.
6. Upon completion of the investigation, the Director will determine what action is warranted. All parties to the complaint/concern will be informed of the Director's decision, in writing, as soon as reasonably possible. In normal circumstances this decision will be communicated within a maximum of five (5) working days after the decision has been finalized.
7. Individuals directly involved in the complaint/concern, or impacted by the decision have the opportunity to challenge the decision, through written communication to the Director, specifically citing the grounds for believing the decision to be unfair or inappropriate. The written communication challenging the decision must be received by registered mail or delivered directly to the receptionist in Division Office, within five (5) working days of receiving the Director's decision.
8. Complaints regarding the Director or issues that the Director has been unable to resolve to the satisfaction of the complainant may be referred directly to the Board. Such complaints

must be made in writing and mailed or delivered to the Division Office. Upon review by the Board, in closed session at a regular meeting, the Board will determine further action. The complainant shall be informed regarding action undertaken or, if circumstances necessitated further investigation, the complainant may be invited to meet with a committee of the Board or the entire Board.

Reference: Sections 85, 87, 108, 109, 175 Education Act