

220 INQUIRIES AND CONCERNS

The Board of Education of School District No. 83 (North Okanagan-Shuswap) believes that an individual's concern must be given respectful attention and that all reasonable efforts be made to assist those involved in achieving resolution. In order to provide a clear process for communication and resolution of concerns, the following procedure applies:

Step 1: Initial Contact (Individual/Employee)

The person(s) will express the concern(s) to the individual involved. Both parties will attempt to:

- define the concern(s);
- clarify the issue(s);
- develop an understanding of each other's point of view;
- document the information;
- commit to resolution; and
- resolve the concern(s).

If there is no resolution, the complainant may proceed to Step 2 by contacting the appropriate manager or supervisor (or school authority). The appropriate manager or supervisor (or school authority) will most likely be the school Principal or Vice-principal.

If the complaint is about a manager's (or school authority's) decision, then the complainant should proceed to Step 3.

Step 2: Facilitated Contact (Manager)

Within five (5) working days of being advised, the manager, supervisor (or school authority) will arrange to meet with the person(s) involved in the complaint. In the case of employees, refer to the appropriate collective agreement and established union practices. The employee can bring a union representative to this meeting. At the meeting, the manager or supervisor will gather and document information and will attempt to facilitate a resolution. If resolution is not achieved, proceed to Step 3 (an employee can bring a rep).

Step 3: District Contact (Senior Leadership Team)

If the complainant's concern(s) has not been resolved to their satisfaction, they may contact the Superintendent outlining their specific concern(s) and request support to achieve resolution.

Within ten (10) working days of such contact, the attending supervisor will forward all documentation to the office of the Superintendent who will forward the file and supporting documentation to the appropriate senior staff member who is responsible to:

- review all information relevant to the matter;
- meet with the person(s) involved;
- attempt to resolve the concern; and
- summarize, in writing, the relevant information and the conclusion reached.

The Superintendent will review decisions made by the senior staff member prior to the initiation of the appeal in an attempt to resolve the complaint.

Step 4: Appeal Process

If there is no resolution to the complaint at Step 3, the complainant may consider an appeal under Section 11 of the School Act. The Section 11 Appeal process is encompassed within By-Law No. 2008-1 Appeals Procedure should the matter be appealable to the Board.