

School District No. 63 (Saanich)

**Policy Name:** Complaints regarding Personnel, Programs  
or Procedures

**No:** 1360

**Guiding Principles**

1. Complaints, questions, or expressions of concern shall be dealt with in confidence and in a manner that reflects mutual respect and fair process.
2. The Board believes that the best solutions are found as near to the source of the complaint as possible and should be investigated and resolved as soon as possible.
3. Complaints will be dealt with in a courteous and constructive manner focusing on resolving the issue and supporting positive relationships.
4. Complaints related to personnel will be dealt with in ways described in a collective agreement or contract of employment if applicable.
5. Any complaint not resolved through the processes outlined in this policy may be addressed through Policy 1110 "Parent Student Appeals Bylaw" if it relates to a decision made by an employee and it significantly affects the health, education or safety of a student.
6. Complaints specific to child abuse, learning resources or a member of the management team should be dealt with in accordance with Policies 6000, 3120 and 5520 respectively.

**Date of Initial Board Approval:** May 2008

**Amendments:**

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**Administrative Procedures**

1. The Student and/or Parent Handbook for each school and the annual Information Booklet for Parents and Students shall contain a brief description of the Complaints Policy and Appeals Bylaw and shall inform parents of where they can be found.
2. Annually, at the first parent assembly at each school, the principal shall provide a brief description of the Complaints Policy and Appeals Bylaw.
3. Copies of the Appeals Bylaw, including the Notice of Appeal, and the Complaints Policy shall be readily available at each school office, at the School Board Office and on district and school websites.
4. Specific complaint policies in regard to alleged child abuse can be found in Board Policy 6000 “Child Abuse”; in regard to complaints regarding the appropriateness of locally evaluated learning materials in Board Policy 3120 “Challenge of Learning Resources”; and in regard to a member of the management team in Board Policy 5520 “Complaints related to a Member of the Management Team.”
5. Complaints not covered by Administrative Procedure 4 will be handled in the following manner:
  - (a) Should the concern be the result of an action or decision of an employee, the complainant is encouraged to discuss the issue with that employee;
  - (b) If not resolved by the employee the complainant should involve the appropriate principal or supervisor;
  - (c) Should the principal or supervisor not resolve the concern then the complainant should involve either the Assistant Superintendent (Student Services), the Assistant Superintendent (Instructional Services) or the Secretary-Treasurer;
  - (d) Should the concern remain unresolved, the Superintendent of Schools may be contacted for assistance with process;
  - (e) At any time the complainant may contact a trustee by phone or direct a letter to the Board Chair for assistance with process;
  - (f) If concerns are still not addressed satisfactorily, a complainant may formally appeal a decision to the Board according to the Administrative Procedures outlined in Policy 1110 – Parent/Student Appeals Bylaw (see Guiding Principle 5).
6. A complainant has a right to be supported by a person of his or her choosing throughout a process of complaint resolution.

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7. Personnel against whom complaints are made will be informed of the complaint when appropriate and will have an opportunity to respond.

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