

Kelsey School Division Box 4700 The Pas, MB R9A 1R4	Code: KE
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PUBLIC COMPLAINTS

In the interest of handling all complaints fairly and expeditiously, the Board establishes the following guidelines:

- 1. The individual or group raising a complaint will be advised of the proper channel for complaints.

Generally, the complainant will be asked to first contact the person most directly involved or to contact that person's immediate supervisor.

If the complaint is academic or involves classroom operations, teaching methods, or curriculum, the steps shall be to report as follows:

- a) Teacher
- b) Principal
- c) Superintendent
- d) Board of Trustees

If the complaint is non-academic (i.e. busing, facilities, grounds, etc.), the steps shall be as follows:

- a) Director of Maintenance and Transportation
- b) Secretary Treasurer
- c) Superintendent
- d) Board of Trustees

- 2. The Board of Trustees or a committee of the Board shall not consider or act upon complaints until the complaints have been explored at the appropriate administrative level according to the above sequence. Exceptions are complaints which concern Board actions or Board operations.
- 3. Complaints about School Division personnel must be made in writing and must be signed by the person or a person representing the group lodging the complaint. The form provided by the School Division may be used for the convenience of the complainant.

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Complaints about personnel shall utilize the following procedures:

- a) When a written complaint about a staff member is received, the immediate supervisor of that person shall be notified.

The individual employee shall be advised by their immediate supervisor of the nature of the complaint and shall be given an opportunity for response.
 - b) Any complainant can bring a matter of concern regarding a member of the School Division personnel before the Board by following Policy and Regulation BDDH (Public Participation at Board meetings).
 - c) The Board of Trustees will hear personnel matters in-camera.
 - d) The Board and administrators shall treat all information received as confidential.
4. When a complaint is made by public participation at Board meetings or by letter to the Board or Board Chair, the Board shall refer the matter to the Superintendent for study and possible solution or recommendation and subsequent response.
5. Individual Board members who receive questions or suggestions from residents should:
- a) answer the question if they definitely know the answer;
 - b) advise the person or persons involved to take their question or suggestion to the appropriate staff member if the answer is not definitely known;
 - c) advise the Superintendent of the conversation
 - (i) if the Board member believes the question has policy implications
 - (ii) if the Board member believes the question or suggestion has merit, but the person or persons involved are reluctant to go to the source.
 - d) contact the Superintendent if the complainant at a Board meeting or by individual contact of Board members will not follow the outlined procedure and is seeking Board

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intervention. The Superintendent will be contacted by the individual Board members or directed by a quorum of the Board, and arrangements for a response to the complainant will be made.

- e) never go to the source of the problem personally unless so directed by a quorum of the Board in legal session.
6. An individual or group who wishes to address the Board must notify the Superintendent and Secretary Treasurer by 12:00 noon on the Wednesday prior to the Board meeting at which the individual or group wishes to appear (as outlined in the pamphlet, Information to Delegation).
7. Board members are advised to avoid:
- a) speaking on behalf of the Board
 - b) acting on a complaint directly, other than by taking the steps suggested above
 - c) contacting teachers or principals directly to personally try to solve problems.