

SUPERIOR-GREENSTONE DISTRICT SCHOOL BOARD

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*Board Approved: February 5, 2020
April 19, 2016*

*Reviewed: February 4, 2020
April 5, 2016*

Review By: December 2025

PURPOSE

Superior-Greenstone District School Board pledges to communicate effectively with parents/guardians, students, staff and stakeholders in order to provide them with the information they require to make informed decisions about student learning. We welcome parents/guardians as respected and valued partners within the school community.

From time to time there may be a misunderstanding, a lack of communication, or a serious situation that needs to be addressed. When this happens, everyone must work together to resolve the issue. A parent or guardian has the right to express concerns, a staff member has the right to respond, and the Board has an obligation to support students, parents/guardians and staff.

It is the practice of Superior-Greenstone DSB that stakeholder concerns and questions be addressed at the closest level to the issue.

DEFINITIONS

“director of education” – a Director may be referred to as a Supervisory Officer. The Director of Education is the chief executive officer and chief education officer of the school board. The Director is the sole employee who reports directly to the Board and acts as secretary to the Board. All school board staff reports either directly or indirectly to the Director of Education.

“superintendent of education” – Superintendents may be referred to as a Supervisory Officer. Superintendents lead and supervise schools and programs, working with principals and staff to ensure that schools operate according to ministry and board policy. They are responsible for ensuring that school buildings are maintained according to ministry and board policy.

“school-based, non-instructional staff” – staff members in a school who do not perform instructional duties in a classroom. These are school staff members such as librarians, custodians, lunchroom supervisors etc.

“system-based staff” – these are staff members who perform specialized duties for the benefit of schools across the system. System-based staff members include perform work in special education, student success, mental health, etc.

“trustee” – school board trustees are the members of the district school board. They are locally-elected representatives of the public, and they are the community’s advocate for public education. They are required to carry out their responsibilities in a manner that assists the Board in fulfilling its duties under the Education Act.

PROCEDURE

1.0 Category No. 1: Complaints Concerning Teachers (Directed to School)

1.1 Instructional Staff (i.e. Teachers)

1.1.1 Teacher

Complaints regarding teachers should be first discussed with the teacher. If no resolution is found, then the complaint should be next directed to the Principal

1.1.2. Principal

If no resolution is found, then the complaint should be next directed to the Principal.

1.1.3 Supervisory Officer

If no resolution is found, then the complaint should be directed to a Supervisory Officer of the board.

1.1.4 In Writing

This next stage of complaint must be in writing with copies to the teacher and the Principal.

1.1.5 Response

At the board office supervisory officer level an attempt is made to resolve the matter. The response of the Supervisory Officer shall be in writing, with copies to the teacher and the Principal. If successful, then the issue concludes.

1.1.6 Board

If the response is unsatisfactory to the complainant, then the matter may be appealed to the Board. The complainant may register as a delegation to address the Board of Trustees following the procedure for delegations as outline in the *Procedural Bylaws of the Board: Page 16 Appendix D*.

2.0 Category No. 2: Complaints Concerning School-Based, Non-Instructional Staff

2.1 Non-instructional Staff (i.e., Lunch room supervisor, bus drivers, custodian, etc)

2.1.1 Principal

Complaints regarding school-based, non-instructional staff should first be discussed with the Principal. Complaints, although not limited to the following, do generally entail issues involving school yard and bus behaviour or behaviour of school staff.

2.1.2 Supervisory Officer

If no resolution is found, then the complaint should be directed to a Supervisory Officer of the board.

2.1.3 In Writing

The complaint must be in writing, with copies to the Principal and the employee.

2.1.4 Response

At the board office Supervisory Officer level an attempt is made to resolve the matter. The Supervisory Officer pursues further investigation and may seek to mediate. The response of the Supervisory Officer shall be in writing, with copies to the employee and the Principal. If successful, then the issue concludes.

2.1.5 Board

If the response is unsatisfactory to the complainant, then the matter may be appealed to the Board. The complainant may register as a delegation to address the Board of Trustees following the procedure for delegations as outline in the *Procedural Bylaws of the Board: Page 16 Appendix D*.

3.0 Category No. 3: System-Based Staff

3.1 System-based Staff (i.e., Special Education, Student Success, Mental Health etc)

3.1.1 Supervisory Officer

Complaints regarding system-based staff should be directed to a Supervisory Officer.

3.1.2 In Writing

The complaint must be in writing with a copy to the employee.

3.1.3 Response

At the board office Supervisory Officer level an attempt is made to resolve the matter. The Supervisory Officer investigates the matter formally by:

- Contacting the school principal (if applicable)
- Contacting the system-based staff member
- If deemed necessary, contacting a student(s)
- Contacting the complainant directly
- Seeking a mediated resolution.

The response of the Supervisory Officer shall be in writing, with copies to the complainant and the employee. If successful, then the issue concludes.

3.1.4 Board

If the response is unsatisfactory to the complainant, then the matter may be appealed to the Board. The complainant may register as a delegation to address the Board of Trustees following the procedure for delegations as outline in the *Procedural Bylaws of the Board: Page 16 Appendix D*.

4.0 Category No. 4: Complaints Directed to the Board

4.1 Board Directed (i.e., Board Office Staff)

4.1.1 Supervisory Officer

Complaints regarding board office staff should be directed to the Director of Education.

4.1.2 In Writing

The complaint must be in writing with a copy to the board staff member.

4.1.3. Response

The Director of Education investigates the matter formally by

- Contacting the board staff member
- Contacting the complainant directly
- Contacting the board office member's immediate supervisor
- Seeking a mediated resolution.

The response of the Supervisory Officer shall be in writing, with copies to the complainant and the board staff member. If successful, then the issue concludes.

4.1.4 Board

If the response is unsatisfactory to the complainant, then the matter may be appealed to the Board. The complainant may register as a delegation to address the Board of Trustees following the procedure for delegations as outline in the *Procedural Bylaws of the Board: Page 16 Appendix D*.

5.0 **Category No. 5: Handling Complaints Directed to the Trustees**

5.1 When contacted, individual Trustees will not personally resolve problems but will instead ensure that concerns are directed to the appropriate staff member via the Director of Education. To facilitate communication with Trustees, the Board web page, www.sgdsb.on.ca includes a Trustee section where telephone and email contact information is provided.

5.2 However, on occasion, there may be information relayed by a trustee to administration in the nature of "for information you may hear from..." rather than a formal or specific complaint that a trustee submits. Such general complaints are reviewed and a verbal report is provided to the trustee raising the issue who in turn can report to the constituent(s) who may have brought up the issue. If the trustee considers the matter resolved no further action is warranted. If the resolution is not satisfactory, the trustee may request the matter be investigated by the Director of Education with a report to the Board at a subsequent Board meeting.

6.1 **Category No. 6: Complaints (Other)**

6.1 Criminal Charges

These are deemed emergency situation and the Director of Education advises the Board Chair immediately.

- All trustees are notified as soon as possible
- If appropriate and possible, a special meeting of the Board is convened
- The matter is reviewed and a Board report of the matter and recommendation for actions contained therein.

6.2 Grievances

A process is followed as outlined in the applicable Collective Agreement. Such matters are not routinely brought to the Board, except in the case where a "grievance step" requires this action.

NOTES:

- All complaints receive a response
- All complaints are NOT brought to the Board.

- In any situation where the matter appears to be other than routine, the Board Chair is advised verbally of the developing situation as soon as possible
- In situations where the matter appears to be contentious, it is also possible that a conversation (phone call) will be conducted the Supervisory Officer i/a with legal counsel.
- All categories require the exercise of judgement which means that not everyone will agree with the handling of any individual matter.

REFERENCES AND RELATED DOCUMENTS

Education Act

- Part XIII: Behaviour Discipline and Safety, Section 300
- Bill 8: Public Sector and MPP Accountability and Transparency Act, 2014

Superior-Greenstone DSB Policies & Management Guidelines

- Superior-Greenstone DSB Procedural Bylaws of the Board
- P-301 Student Transportation & Management Guideline
- P-520 Safe School Code of Conduct, and
P-520 Safe School Code of Conduct Police & Schools Protocol Management Guideline
- P-525 Bullying Prevention and Intervention Strategies
- P-535 Progressive Discipline and School Safety and Management Guidelines
- P-536 Equity and Inclusive Education and Management Guideline
- P-717 Workplace Harassment and Management Guideline
- P-720 Workplace Violence and Management Guideline

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