

## **PUBLIC CONCERNS AND COMPLAINTS**

Constructive criticism motivated by a sincere desire to improve the quality of the educational program or its management, or to equip the schools to do their tasks more effectively, is welcomed by the Division.

Whenever a complaint is made directly to the Board as a whole, or to a Board member as an individual, it shall be referred to the Superintendent or designate and the school administration for study and reporting.

The Board believes that complaints and grievances are best handled and resolved as close to their origin as possible and in a timely manner. Therefore, the proper channeling of complaints involving instruction, discipline or learning materials will be as follows:

1. Teacher
2. Principal
3. Superintendent
4. Board

Any complaint about the selection or utilization of a learning resource shall be handled in accordance with Policy IJ.

Any complaint about personnel shall always be referred back through proper administrative channels before it is presented to the Board for consideration and action.

Board members individually shall refer compliments, suggestions and constructive criticism and operational matters directly to the Superintendent or a Member of the Senior Administration Team for consideration and action. Neither the Board, a Committee of the Board or a Trustee shall consider or act on a complaint that has not been explored at the appropriate administrative level, nor shall they contact staff directly in a personal attempt to resolve a problem.

Comments affecting policy which are not resolved through clarification or explanation by the administration shall be routed through regular channels to the Board meeting agenda for consideration by the Board as a Whole.

Complaints that cannot be resolved by the administration and appeal of the Superintendent's decision shall be handled by the Board through written correspondence.

*Accomplish Anything*

Adopted	Reviewed	Revised	Page
12/539/05		20170927011	1 of 1