

	<b>BOARD GOVERNANCE II-B-7(NEW)</b>
<b>STRAIT REGIONAL SCHOOL BOARD</b> <i>Excellence in Lifelong Learning</i>  <b>POLICIES AND GUIDELINES</b>	<b>OPERATION AND CONDUCT</b> <b>Resolution Protocol For</b> <b>Complaints Against Board</b> <b>Members</b>
	<b>Adopted:</b> November 4, 2009 <b>Revised:</b> <b>Page:</b> Page 1 of 2

### RESOLUTION PROTOCOL FOR COMPLAINTS AGAINST BOARD MEMBERS

#### Policy Statement

The Strait Regional School Board is committed to maintaining a safe and secure learning and work environment. The Board encourages positive working relations between board members, board staff and community members.

This policy will only deal with instances where a Board Member is acting as a representative of the Board, not as a member of the public. Further, the policy focuses on the resolution of conflicts with sensitivity, promptness and discretion.

#### Guidelines

In accordance with the Board's Code of Ethics Policy II-B-1, Board Members will:

- Recognize that individual Board Members have no authority to act on behalf of the Region or the Board, and that the Board functions only as a Board through duly adopted policies and actions approved at public sessions.
- At all times, show respect for others in board member's verbal and non-verbal language and work with fellow board and staff members in a spirit of co-operation, regardless of personal differences of opinion, treating all with mutual courteous respect and encouraging the free exchange of diverse views.
- Not pursue any procedure calculated to embarrass another Board or staff member.
- Make a personal commitment to conduct Board affairs ethically and responsibly.

If a formal complaint is filed by or against the Board Chair, it will be dealt with by the Vice-chair.

#### Definitions

**Complaint** is an issue involving alleged objectionable act, comment or display that demeans or belittles, or that causes personal humiliation or embarrassment, or that intimidates or threatens another person(s) in the school community, committed by a board member who knew or ought reasonably to have known that such act would cause offense or harm.

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**Improper Conduct** may be verbal, physical, written or electronic and may include:

- Insulting or belittling comments, inferences or suggestions;
- aggressive and intimidating behaviour;
- verbal threats;
- unwelcome sexual comments, conduct or advances;
- verbal and emotional abuse;
- application of force or physical assault;
- bullying (an attempt to undermine an individual through cruel or humiliating behaviour);
- mobbing (a collective effort to psychologically harass a person).

**Complainant** is a member of the school community.

**Respondent** is a board member who has allegedly offended another person.

**Informal Complaint Procedure** is a method used to resolve complaints that are not of a formal nature.

**Formal Complaint Procedure** is a method used to resolve complaints of a serious nature and/or those complaints that cannot be resolved through the Informal Complaint Procedure.

**Investigation** is the process undertaken to respond to a complaint.

**Investigator** is a person appointed by the Board Chair to investigate the complaint under the Formal Complaint Procedure. The Board Chair may request the assistance from the Department of Education in appointing an investigator.

**Please note:** The Strait Regional School Board has established a detailed set of procedures to guide all aspects of this policy. Please refer to PRO II-B-7.