	BOARD GOVER PRO II-B-7(NE	
STRAIT REGIONAL SCHOOL BOARD Excellence in Lifelong Learning	OPERATION AND CONDUCT Resolution Protocol for Complaints Against Board Members	
P ROCEDURES		
	Adopted:	November 4, 2009
	Revised:	
	Page:	Page 1 of 7

RESOLUTION PROTOCOL FOR COMPLAINTS AGAINST BOARD MEMBERS

Procedures

1.0 Informal Complaint Procedure

- 1.1 The **complainant** who believes he/she has been treated in an improper or offensive manner is expected to communicate to the respondent in person or in writing, as soon as possible, their disapproval or unease and must request the behaviour to stop.
- 1.2 The **complainant** should keep a record of all incidents and the manner in which they were handled to help with recollection of events at a later date.
- 1.3 If the **complainant** is unable to take direct action (per 1.1 above) or the offending behaviour continues, the complainant may make an "informal complaint' to the board chair. Refer to Appendix A: Notification of Complaint Form

1.4 The Board Chair shall act to resolve the situation by:

- meeting with the respondent;
- meeting with the complainant;
- meeting with the complainant and respondent to encourage both parties to resolve the complaint informally; if no resolution is reached,
- advising the complainant of other options (e.g. Formal Complaint Procedure).

1.5 The **Board Chair** shall:

- complete the <u>Notification of Complaint Form (Appendix "A")</u>
- file a copy of the completed form; and,
- forward the original to the Board Secretary.
- 1.6 The Informal Complaint Procedure shall not exceed ten (10) working days from the date of receipt of the informal complaint to the supervisor.

2.0 Formal Complaint Procedure

2.1 If the Informal Complaint Procedure does not resolve the issue, the complainant may initiate the Formal Complaint Procedure.

	BOARD GOVER PRO II-B-7(NE	
STRAIT REGIONAL SCHOOL BOARD Excellence in Lifelong Learning	OPERATION AND CONDUCT Resolution Protocol for Complaints Against Board Members	
P ROCEDURES		
	Adopted:	November 4, 2009
	Revised:	
	Page:	Page 2 of 7

- 2.2 The Formal Complaint Procedure must be initiated within 90 days of the incident, although the Board Chair has discretion to accept a complaint filed after a longer period.
- 2.3 The complainant shall:
 - complete the Complaint Form (Appendix "B");
 - review the completed form with the Board Chair;
 - request that the Board Chair sign the completed form;
 - keep a copy of the completed form for his/her records;
 - provide a copy of the completed form to the Board Chair; and,
 - forward the completed form (original) to the Board Secretary.
- 2.4 Upon receipt of the Complaint Form, the Board Chair shall;
 - attempt to resolve the complaint through discussions with the parties involved; and/or,
 - if above discussion does not successfully resolve the issue, appoint someone to investigate the complaint.

3.0 <u>Investigation</u>

- 3.1 The investigator shall interview the complainant; accept any written statement and/or documentation the complainant wishes to provide; and document the interview.
- 3.2 The investigator shall provide copies of these documents to the respondent and invite the respondent to respond either in person or in writing (or both).
- 3.3 The investigator shall convey the response, if any, to the complainant.

	BOARD GOVER PRO II-B-7(NE	
STRAIT REGIONAL SCHOOL BOARD Excellence in Lifelong Learning	OPERATION AND CONDUCT Resolution Protocol for Complaints Against Board Members	
P ROCEDURES		
	Adopted:	November 4, 2009
	Revised:	
	Page:	Page 3 of 7

- 3.4 The investigator shall endeavour to re-interview the complainant and respondent As necessary; interview other persons as appropriate; and gather all relevant material as required to complete the investigation.
- 3.5 The investigator shall prepare a factual report about the complaint and present the report to the Board Chair, with copies to the complainant, the respondent and the Board Secretary.
- 3.6 Should the parties (complainant and/or respondent) wish to make additional comments on the report, they shall do so within five (5) working days.
- 3.7 Whenever possible, investigations should be finalized within sixty (60) working days after receiving a complaint. The Board Chair may extend the timeline where circumstances warrant.
- 3.8 With the agreement of the respondent and the Board Chair, the complainant may choose to discontinue the process at any time.(This option does not apply in situations wherein policing agencies are involved and timelines must accommodate such involvement).
- 3.9 Upon conclusion of the investigation, documentation shall be given to the complainant and the respondent with copies retained on behalf of the school board by the Board Secretary.

4.0 <u>Disposition</u>

- 4.1 If the investigation confirms that improper conduct has in fact occurred, the Board Chair shall initiate appropriate intervention.
- 4.2. Appropriate non-legal interventions may include, but not limited to:
 - (i) formal mediation;
 - (ii) warning letter;
 - (iii) formal apology;
 - (iv) other actions in keeping with the Strait Regional School Board's Code of Ethics, Policy II-B-1

	BOARD GOVER PRO II-B-7(NE	
STRAIT REGIONAL SCHOOL BOARD Excellence in Lifelong Learning	OPERATION AND CONDUCT Resolution Protocol for Complaints Against Board Members	
P ROCEDURES		
	Adopted:	November 4, 2009
	Revised:	
	Page:	Page 4 of 7

Confidential

Informal Complaint Procedure

Confidential

Appendix "A": Notification of Complaint Form

Name(s) of parties involved:	Complainant:	 		
	Respondent:	 		
Date of Incident:				
Describe the Nature of the Co	mplaint			
Signature of Complainant			Date	

	BOARD GOVER PRO II-B-7(NE	
STRAIT REGIONAL SCHOOL BOARD Excellence in Lifelong Learning	OPERATION AND CONDUCT Resolution Protocol for Complaints Against Board Members	
P ROCEDURES		
	Adopted:	November 4, 2009
	Revised:	
	Page:	Page 5 of 7

Confidential

Informal Complaint Procedure

Confidential

Appendix "A": Notification of Complaint Form

Actions	s taken by the Board Chair:		
	person(s) interviewed (complainant, responder	nt, other)	
	resolution reached		
	other (documentation should outline dates, nature of discussion and further actions taken)		
	Date	Signature of Board Chair	
(Please forward a copy of this form to the Board Secretary.)			

Copies to: Board Secretary (original)

Complainant (copy) Respondent (copy)

	BOARD GOVER PRO II-B-7(NE	
STRAIT REGIONAL SCHOOL BOARD Excellence in Lifelong Learning	OPERATION AND CONDUCT Resolution Protocol for Complaints Against Board Members	
P ROCEDURES	_	
	Adopted:	November 4, 2009
	Revised:	
	Page:	Page 6 of 7

Formal Complaint Procedure

C	VIIIUEIIIIAI	Formal Complaint Procedure Appendix "B": Complaint Form	Confidential
		Appendix B . Complaint Form	Confidential
1.	Name of Complainant:		
2.	School/Workplace:		
3.	Name of Respondent:		
4.	School/Workplace of Responder	nt:	
5.	of time, give approximate length	proper conduct has been repeated over a hof time involved].	
6.			
7.	Name of person(s) to whom con	mplaint was first reported:	
8.	Complainant's description of all statements and physical evidence	eged improper conduct: (Attach written ce collected.)	

Confidential

BOARD GOVERNANCE PRO II-B-7(NEW) STRAIT REGIONAL SCHOOL BOARD Excellence in Lifelong Learning PROCEDURES Adopted: Revised: Page: Page 7 of 7

9.	Please outline your expected outcome resulting from	·	-
			-
			-
Signatu	re of Complainant:	Date:	
Signatu	re of Board Chair:	Date:	

Copies to: Board Chair (original)

Board Secretary (copy) Complainant (copy) Respondent (copy)