



School District No. 69 (Qualicum) (“School District”) believes that the concerns of members of the educational community must be given respectful attention, and that all reasonable efforts must be made to assist those who are interested in achieving resolution.

The purposes of this Policy are to: (1) provide a process that provides individuals with an opportunity to bring forward any concern or complaint (each a “Complaint”) about a decision or action of the School District and its officers and employees (the “Personnel”), (2) clarify the procedures for the communication and resolution of Complaints; and (3) identify other applicable processes available to students, parents and members of the public, and provide guidance on when they can be accessed.

### **WHAT COMPLAINTS DOES THIS POLICY APPLY TO?**

The Complaint resolution process outlined below is available to students, parents and other interested persons and applies to Complaints concerning the decisions, actions or conduct of the School District or its Personnel.

Not every complaint or concern that is received will be amenable to resolution under this Policy.

The following matters are not subject to this Policy:

- Student suspensions of more than 5 days (which will be reviewed by the District Discipline Committee in accordance with Board Policy 7030: Suspension of Students);
- Decisions of the District Discipline Committee;
- Where an investigation or resolution process under a collective agreement is available;
- Where the matters raised are the subject of ongoing legal proceedings;
- Where the matters complained of involve serious misconduct by a member of Personnel warranting an independent investigation and response by the School District;
- Where the School District has reason to believe the Complaint is malicious, frivolous, vexatious or filed in bad faith or the Complainant refuses to participate in a manner that is appropriate or respectful of the other participants.

The School District also reserves the right, in its sole discretion and on a case by case basis, to process complaints through other processes.

Any matters not covered by this Policy should be reported in writing to the applicable School Principal or School District office for appropriate action.



Application to Student and Parent Concerns (See Figure 2 attached)

Section 11 of the School Act provides students or parents with a right of appeal to the Board of Education from a decision of an employee of the School District that “significantly affects the education, health or safety of a student”.

A parent or student who wishes to exercise that right of appeal will be required to first complete the dispute resolution process set out in this Policy (See Bylaw 5; and School Act s. 11(4)), unless the decision in issue is a decision of the District Discipline Committee in which case the parent or student may proceed directly to the appeal process outlined in Bylaw 5, if available.

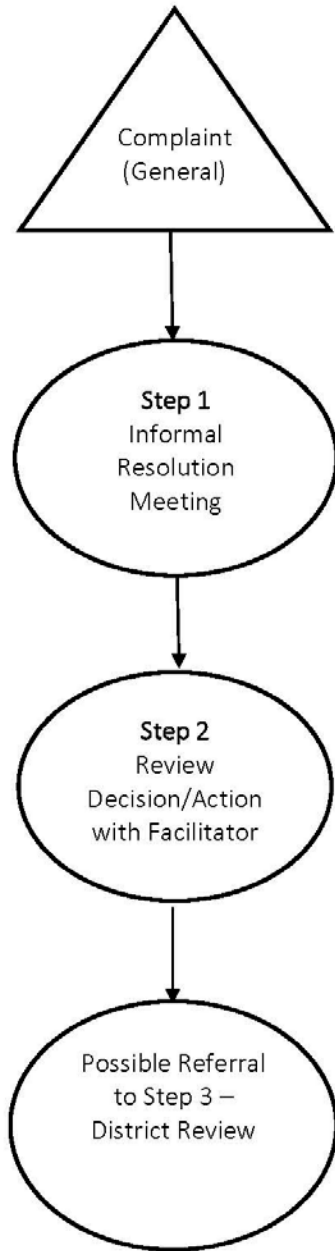
Application to Complaints about Senior Administration.

Complaints about the decisions, actions or conduct of the Superintendent, Assistant-Superintendent or Secretary-Treasurer of the School District, should be in writing and sent to the attention of the Superintendent, and a Complaint concerning the Superintendent may be sent to the attention of the Secretary Treasurer. Where the Superintendent or, as applicable, the Secretary-Treasurer, considers it appropriate to do so, he/she may submit such a Complaint to the resolution process outlined below, but omitting Step 2.

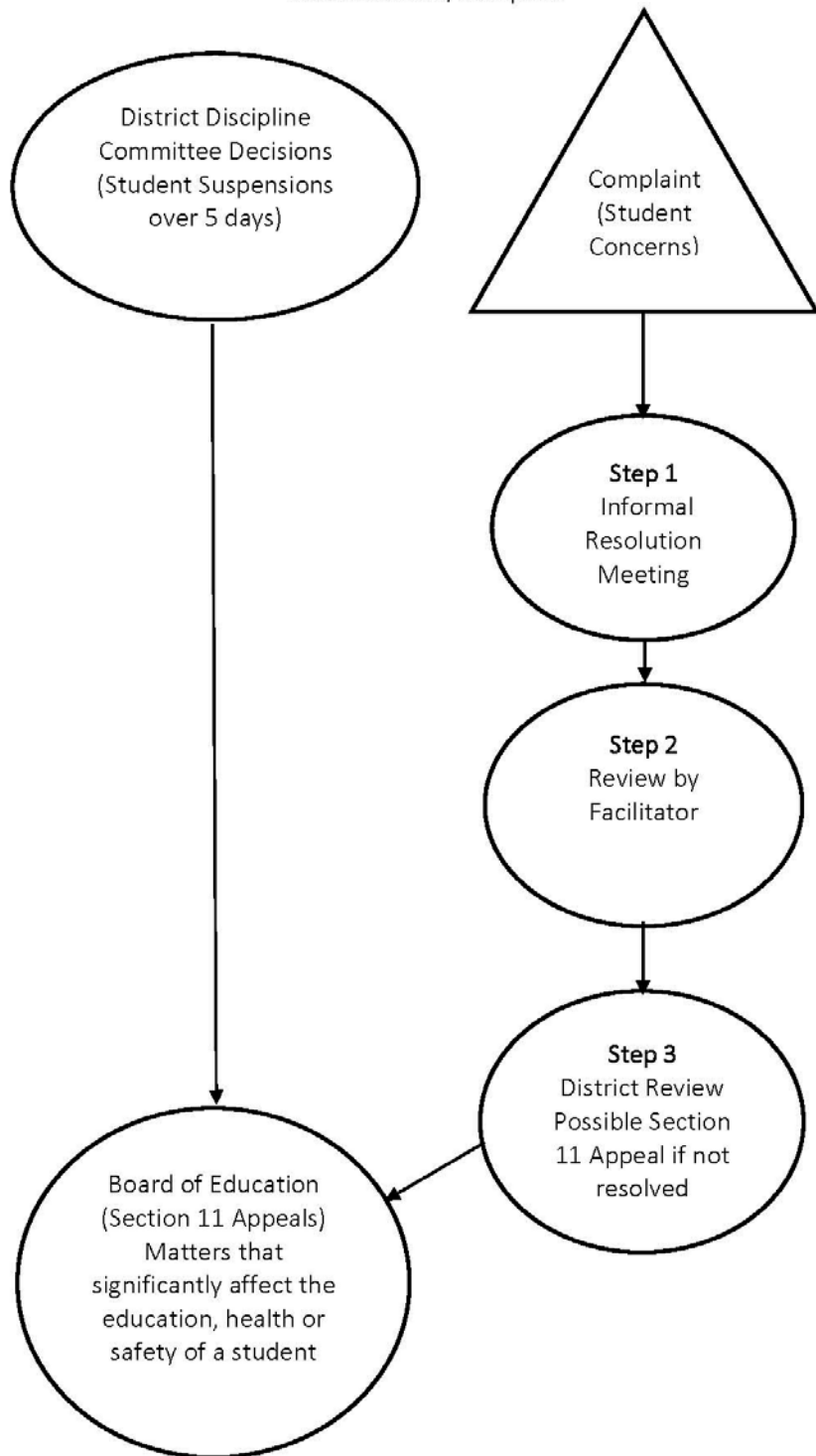
**References:**

- *School Act: Sections 11.1(1), 175(2)(r) and Regulation 24/08: Appeal Regulation*
- *Administrative Procedure: Resolution of Complaints*
- *Board Bylaw 5: Parent/Student Appeals to the Board of Education*
- *Administrative Procedure: Parent/Student Appeals to the Board of Education*
- *BC Confederation of Parent Advisory Councils (BCCPAC) Speaking Out Booklet*

**Figure 1:**  
General Concerns



**Figure 2:**  
Student Issues/Discipline





Notice of Complaint

Name of Individual Raising the Concern: \_\_\_\_\_ (Please Print)

Phone #: \_\_\_\_\_

Email: \_\_\_\_\_

Date Submitted: \_\_\_\_\_

School or Work Site Where Concern Originated: \_\_\_\_\_

Others involved in this situation: \_\_\_\_\_

\_\_\_\_\_

Please describe the situation/issue you are concerned about. Please be brief and factual; if you require assistance, please contact the DPAC president. Use the back side of this form if necessary and where appropriate, please name the persons involved in this issue.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

In chronological sequence, please outline, in note form, the actions you have taken up to now in an attempt to resolve this problem.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature of Individual Raising Concern: \_\_\_\_\_

Date this form was completed: \_\_\_\_\_



**For Facilitator Use Only**

Name of Facilitator: \_\_\_\_\_

Position: \_\_\_\_\_

Dates of Meetings/Contact:

\_\_\_\_\_  
\_\_\_\_\_

Measures Undertaken to Resolve the Matter

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Resolved

Decisions, Remedies and/or Outcomes:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Unresolved

Matter referred to:

Superintendent or Designate

Date: \_\_\_\_\_

Copies to:

- Superintendent
- Senior Staff the matter is referred to
- Supervisor's file
- Individual raising concern