

## CONCERNS AND COMPLAINTS PROCEDURES

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The River East Transcona School Division has established this procedure to ensure effective steps in communication of concerns and/or questions between parent(s)/guardian(s), adult students, members of the community and divisional staff and between staff members. Each member of the division's staff and the board of trustees shall follow the steps outlined below to support the effective and timely resolution of questions or concerns.

The formal procedures for managing a concern or complaint are as follows:

- (1) Contact the person who is most directly involved and ask to speak to the person. If the individual is not available, leave a message including daytime and evening telephone numbers.
- (2) If the concern has not been resolved, contact the individual's supervisor. Complaints that are brought directly to the supervisor will be redirected to step one.
- (3) If the concern still has not been resolved, contact the superintendent or designate. If contact begins at the superintendent's department, it will be referred to step one.
- (4) Unless stipulated in one of the below referenced legislative, policy or contractual obligations, no person shall consider or act on a complaint that has not been explored at the appropriate administrative level.
- (5) A member of the board of trustees may assist the complainant in making the appropriate contacts required to complete steps one to three. They cannot contact staff directly in a personal attempt to resolve the problem.
- (6) In the event that the concern has not been satisfactorily addressed, an appeal of the superintendent's decision shall be handled by the board of trustees through written correspondence to the chair.
  - (a) When a written concern is received that names a staff member, the individual named will be notified and provided with a copy of the written concern and given an opportunity for explanation and written response.
  - (b) At any point in the complaint process, the individual named has the right to have an advocate present.
  - (c) All correspondence to the chair of the board of trustees will be reviewed at a board meeting. All personnel matters shall be dealt with in camera.
  - (d) Written response of the board of trustees' decision will be provided to the parties involved in the complaint.

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This policy does not supersede legislative, contractual or policy requirements such as:

- The Child and Family Services Act of Manitoba
- Children in Need of Protection (JLEB)
- Respectful Schools and Workplaces (GBAA)
- Contracted Agreements of the division
- Codes of Professional Practice
- Freedom of Information and Protection of Privacy Act
- Personal Health Information Act

Effective Date: June 19, 2007                      Review Date: May 8, 2018  
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Legal/Cross Reference: