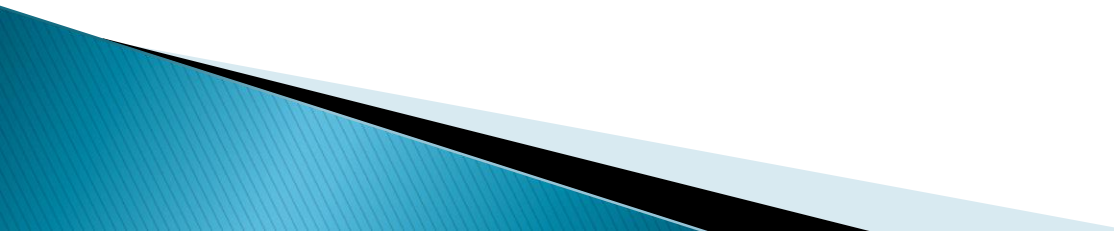


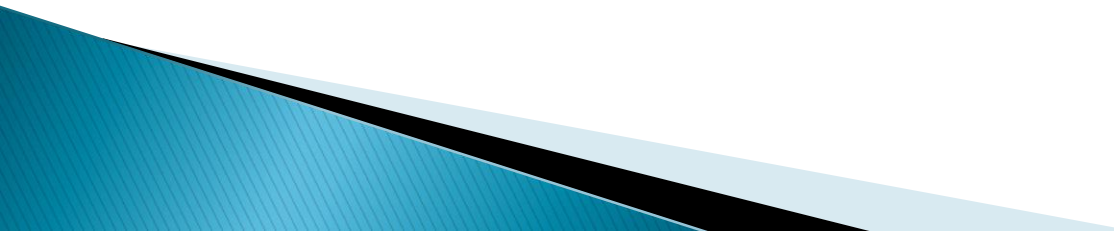


# Procedures for Responding to Parental Complaints

# Focus for Today:


- ▶ Parental concerns and complaints
  - ▶ Typically the concern or complaint regarding:
    - A Teacher
    - An Education Assistant
    - An Administrator
  - ▶ Parent typically contacts Principal, Deputy/Associate Superintendent, HR or various department leaders
- 

# What Guides the HR Process

- ▶ Teachers' Collective Agreement
    - Article C.26 Discipline & Dismissal
    - Article E.25 Teacher Files
    - Article E. 31 Complaint Process for Educational Community
  - ▶ Board Regulation 1155 Complaint Process for a Resolution of Concern
  - ▶ Teachers' Act Section 44–55
  - ▶ Teacher Regulation Branch (TRB)
- 

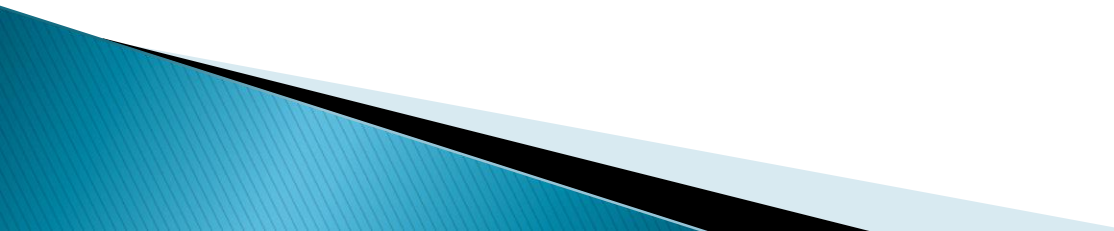
# Teachers' Contract Language

## E.31 Complaint Process

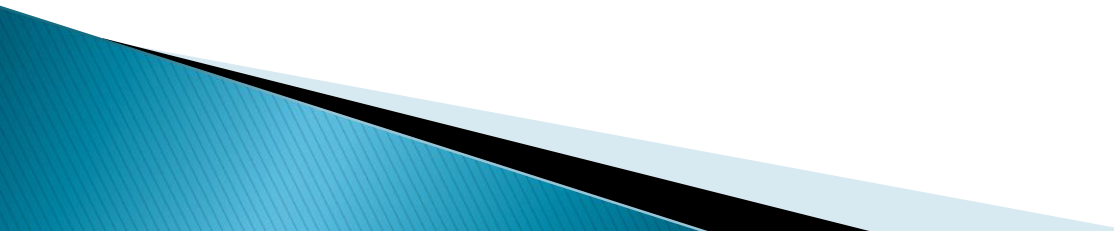
- ▶ Communicate Board Regulation 1155 complaint process to educational community annually
  - ▶ Potential misconduct investigation protocol agreement & C.26 shall apply
  - ▶ Board Regulation 1155 Complaint Process for a Resolution of Concerns
  - ▶ Principal gathers information to determine appropriate protocol
- 

# Teachers' Contract Language

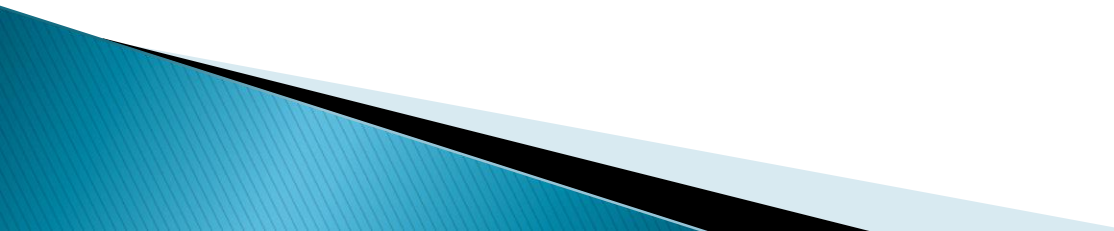
## E.31 Complaint Process

- ▶ Advise the person of complaint process & encourage the person to express the concern to the individual involved
  - ▶ If he or she agrees the process outline in Regulation 1155 will apply
  - ▶ If the person is unwilling the principal will hear the concern or complaint and then inform the teacher
- 

# Regulation 1155 Complaint Process for a Resolution of Concern

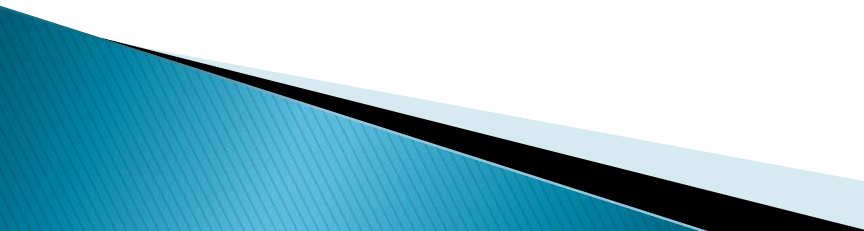
- ▶ Step 1 - Initial Contact
  - ▶ Step 2 - Facilitated Contact
  - ▶ Step 3 - District Contact
  - ▶ Step 4 - Superintendent Contact
- 

# C.26 Discipline and Dismissal for Misconduct

- ▶ Employee and Union are advised in writing with facts for just and reasonable cause
  - ▶ Investigation is conducted at earliest reasonable time
  - ▶ The parent is advised the investigation has concluded
- 

# Teachers' Contract Language

## E.25 Complaint Process

- ▶ There will be only one personnel file for each teacher
  - ▶ Material critical of the teacher, or in the nature of a reprimand shall be placed in the teachers file
  - ▶ Personnel file is accessible only to the employee and the appropriate administrative /Board officials
- 



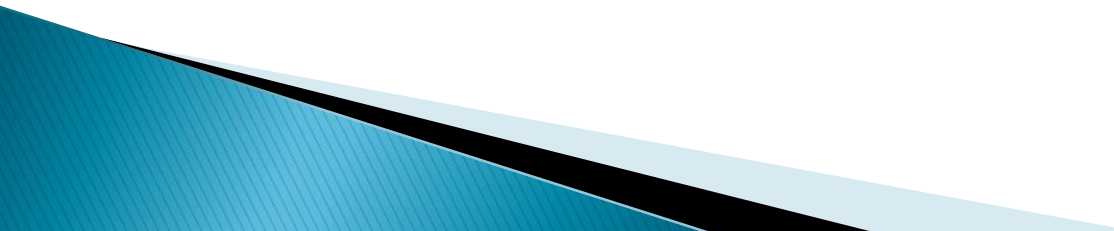
# Teachers' Act

- ▶ If the commissioner receives a complaint, the commissioner must:
  - Acknowledge receipt of the complaint
  - Conduct a preliminary review of the matter raised in the complaint
  - Provide a written response to the complainant and the respondent

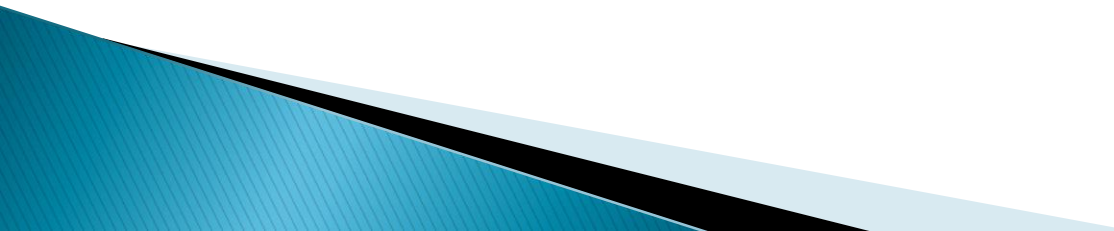
# Teachers' Act

- ▶ If the commissioner determines it to be in the public interest, may make public a summary of the commissioner's decision
- ▶ Identifying information may be included or excluded

# Teacher Regulation Branch

- ▶ The Teacher Regulation Branch provides operational and administrative support to the Commissioner and publishes the discipline outcomes on its website. The purpose of publishing discipline outcomes is to provide the public with the confidence that educators who fail to meet the Standards are held accountable.
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# The Complainant's Right to Information

- ▶ Contract Language E. 25
  - ▶ Teacher Regulation Branch (TRB)
  - ▶ Freedom of Information & Protection of Privacy Act (FOIPPA)
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Q & A