



File KF

### **PUBLIC COMPLAINTS/CONCERNS**

In the interest of handling complaints/concerns fairly and expeditiously, the Board advises the public that the proper channeling of same pursued in good faith at each level in the following order:

- a) Staff member concerned;
- b) Principal or supervisor of that staff member;
- c) Senior Administrative staff;
- d) School Board;
- e) If the dispute involves appropriate educational programming, the matter may be brought by the complainant to the Minister's review committee.

When a complaint/concern is made to a Board member as an individual, the Board member will:

- a) ask the complainant to contact the Teacher or Administrator directly, or the person most closely associated with the complaint/concern;
- b) refer the complainant to the appropriate Board policy or regulation if applicable;
- c) if the complainant has gone through the chain of command and is still dissatisfied, advise the complainant that the matter may be brought to the attention of the Board by formal request.

Whenever possible, alternative dispute processes that are culturally appropriate will be sought.

No member of the community shall be denied the right to express complaints directly to the Board, however, complaints received by the Board will be referred back through the proper administrative channels for solutions before investigation or action by the Board. Exceptions are complaints that concern Board actions or Board operations only.

Members of the public filing complaints against the Portage la Prairie School Division are requested to do so on the prescribed form. (See KF-E)