

Follow these steps if you have a complaint about a teacher or a principal

Meet with the person most directly involved.

- Keep in mind that the goal of any meeting should be to obtain satisfactory resolution of the concerns raised.
- Where satisfactory resolution of the concern is achieved, no further steps should be taken.
- Where there is no satisfactory resolution of your concerns, you may decide to withdraw the concern or proceed to the next step.

Complaints should proceed in the following order:

- Complainant meets with:
 1. teacher
 2. principal and teacher
 3. superintendent, principal and teacher
 4. board of trustees, superintendent, principal and teacher.
- The individual or group raising a complaint should be advised of the proper order for complaints.
- The school division administration, board of trustees or committee of the board should not consider or act upon complaints until the complaints have been explored at the appropriate level.

You don't develop courage by being happy in your relationships everyday. You develop it by surviving difficult times and challenging adversity.

– Epicurus

Complaints to the school division administration or the school board about teachers or principals

- Complaints to the school division or board of trustees should be made in writing and signed by the person or persons lodging the complaint, with a copy to the individual named.
- When a written complaint about a teacher or principal is received, the individual named should be notified and given an opportunity for explanation and written response.
- At any point in the complaint process, the individual named should have the right to have a representative present.
- The immediate supervisor should be notified of the written complaint.
- The board of trustees should hear personnel matters in-camera.
- The board of trustees and the school division administration should treat all information received as confidential.
- Individual school board trustees who receive questions or suggestions from residents regarding a teacher, principal or school should advise the person or persons involved to take their question or suggestion to the appropriate staff member.
- Other than informing the complainant of the complaint process, individual school trustee members are advised to avoid acting on a complaint directly or contacting teachers or principals directly—personally trying to solve problems.

School Advisory Committees are encouraged to follow these guidelines.

Personnel files

No documents pertaining to a complaint should be entered into a personnel file of a teacher or a principal when the school division administration concludes that such complaint was unfounded or that the concerns addressed in the said complaint have been properly remedied.

When documentation is entered into a personnel file, the teacher or principal should be advised, in writing, and given an opportunity to enter a written response.

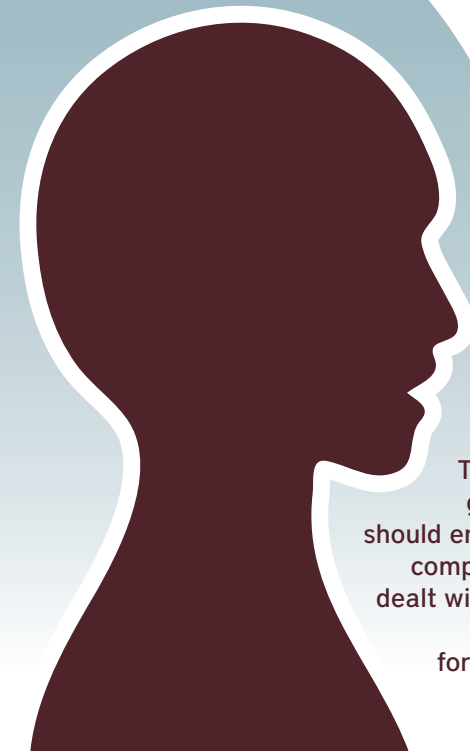
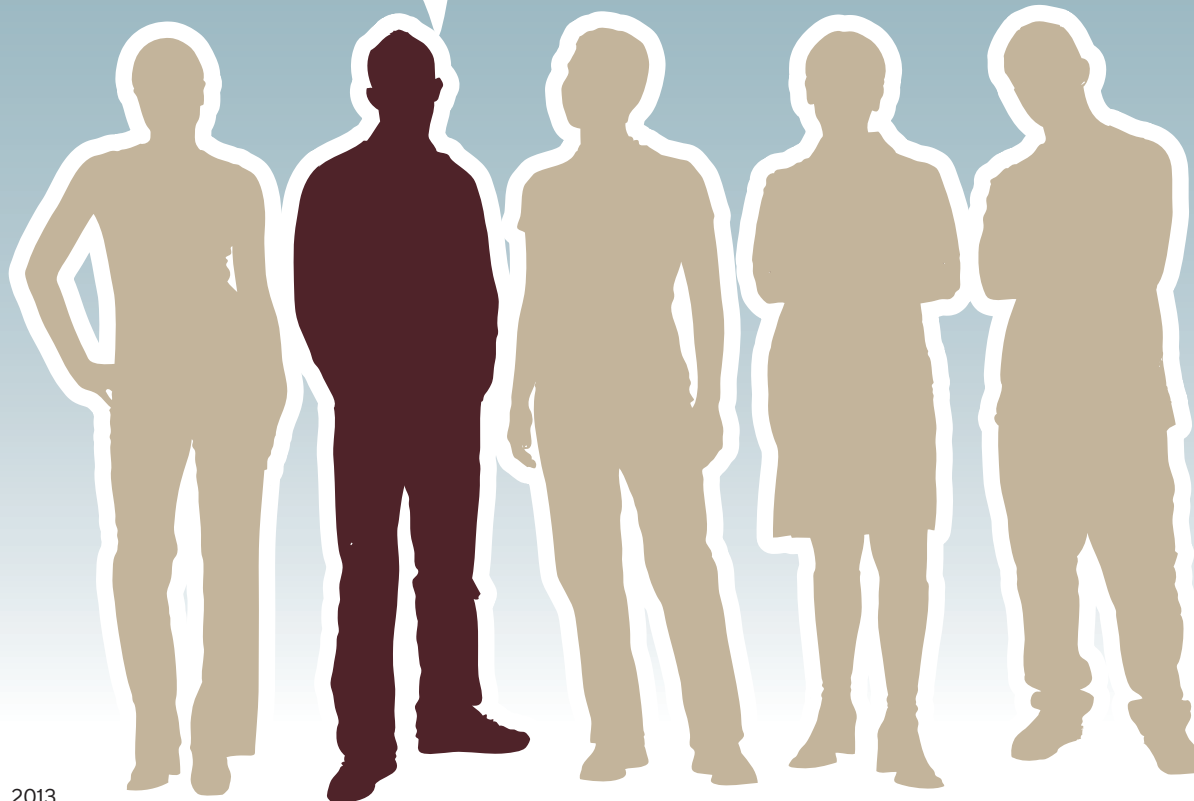
All complaints and all related documentation should be removed from the personnel file of the teacher or principal as agreed.

Complaints by a group against an individual or a school

When a group wishes to address the school board, on any matter, it should notify the board in writing prior to the board meeting. The group should also include a statement of the nature of their business. If the purpose is to make a complaint against a teacher, a principal or a school, the superintendent or chair of the board should advise them of the procedure to be followed with respect to complaints.

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AN MTS PROTOCOL



These MTS guidelines should ensure that complaints are dealt with quickly and fairly for everyone involved