

Administrative Procedure 8150

***Resolving Complaints Against Division  
Employees***

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**Board Governance Policy Cross Reference:** [1, 5, 12, 13](#)

**Administrative Procedures Cross Reference:**

[Dispute Resolution](#)

[Harassment](#)

**Form Cross Reference:**

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**Legal/Regulatory Reference:**

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The Interlake School Division (ISD) recognizes that concerns, complaints and disputes may arise regarding Division personnel. The Division has therefore established procedures for resolving such concerns and complaints in a positive, honest and respectful manner. The purpose of the process is to find a satisfactory resolution to any complaints raised.

**Procedures**

1. The following process will be used when dealing with a complaint:
  - a. Whenever possible, the complaint should be dealt with at the school/department level. It is important for the complainant to meet first with the person against whom the complaint is made. This meeting may include the school administrator/supervisor. An exception to this is where legislation prescribes otherwise (i.e., The Child and Family Services Act). Complaints involving discrimination and/or harassment shall be addressed as outlined in the [Harassment](#) administrative procedure.
  - b. If the meeting with the person against whom the complaint is made does not result in satisfactory resolution, the parties will meet with the immediate supervisor in an attempt to resolve the issue.
  - c. If a complaint cannot be resolved with the individuals involved or the school administration, the complainant may lodge a complaint to the Superintendent/CEO in writing.

- d. If the Superintendent/CEO cannot resolve a complaint, the complainant may forward the concern to the Board in writing.
- 2. The Board will only hear complaints after the individuals have attempted to resolve them at the local level or with the Superintendent/CEO.
  - a. When complaints are forwarded to the school board, they must be received in writing and must be signed by the person(s) lodging the complaint.
  - b. The individual named in the complaint will be given the opportunity to respond to the Board and to have a representative present if so desired.
  - c. All personnel issues are dealt with by the Board in-camera.