



Concerns and Complaints Administrative Procedure 1.A.40

1.0 School Administration
1.A. Foundations

Board Governance Policy Cross Reference: 1, 2, 3, 12, 15, 16, 17

Legal Reference: *Working Together: A Guide to Positive Problem Solving for Schools, Families and Communities* (Brochure); Manitoba Education; *Public Schools Act* (Manitoba Regulation 155/2005, Section 9-21 (Appropriate Educational Programming)); 8.92 Harassment Prevention (WSH)

Date Adopted: May 2019

Date Amended: August 2025

Evergreen School Division welcomes constructive criticism motivated by a sincere desire to improve the quality of an educational program or its management.

Evergreen School Division

- will make all reasonable attempts to use a collaborative problem - solving approach to address concerns and issues,
- will work to resolve disputes in a timely fashion,
- recognizes the importance of using a process that is recognized as fair and equitable by all parties,
- will share its policies for dealing with complaints with its employees, Parent Councils and other individuals and groups, as appropriate.

As concerns **are best resolved as close to their origin as possible**, the line of communication to address concerns is as follows:

1. Meet with the person against whom the complaint relates most directly; usually the teacher.
2. If meeting(s) do not lead to a satisfactory resolution, then those involved meet with Principal.
3. If meeting(s) with Principal do not lead to a satisfactory resolution, then complaint may move to the Superintendent.

Complaints made to the Superintendent must be recorded in writing and signed by the person(s) lodging the complaint. Meetings with teacher(s) and Principal must be documented in submission.

4. If meeting(s) with Superintendent do not lead to a satisfactory resolution, individual/group may make an appeal to the Board of Trustees.

NOTES:

1. ***In rare circumstances***, the protocol for addressing concerns may vary:
For example, in cases of alleged harassment, concerns may be made directly to the supervisor of the staff member. Please see **8.92 Harassment Prevention**. Further, criminal or similarly serious complaints may be referred directly to a supervisor.
2. Whenever a complaint is made directly to the Board as a whole, or to a Board member, individuals will be directed to follow this concerns protocol.
3. Board members individually shall refer compliments, suggestions and constructive criticism and operational matters directly to the Superintendent or a member of the Senior Administration Team for consideration and action.
4. The appeal must be made in writing – letter or email – address to the Superintendent or Board Chair.