

Complaints Related to a Member of the Management Team**Policy No. 201.2**

The Board of Education, School District No. 91 (Nechako Lakes), expects that members of its management team will demonstrate exemplary behavior to maintain and increase public confidence and respect for the public school system.

However, from time to time complaints may be made about alleged inappropriate action by a member of the management team, including district officials and school-based administrators. Some forms of complaint are covered by procedures established through legislation, collective agreements and contracts, or other practices to which the Board and its employees are committed. In every case, complaints of this type will be handled in accordance with those procedures. Complaints not covered by such procedures shall be handled in accordance with the Administrative Procedures accompanying this policy.

The Board expects that established procedures will be followed in respect of all complaints, including means of making judgments about the relative significance of those complaints. Any actions taken in relation to complaints shall be fully consistent with provincial legislation or regulation, with Board policy or with collective agreements and contracts where these are relevant to the issue at hand.

Administrative Procedures connected with this policy will reflect all principles of natural justice, and will be undertaken in such a way as to reduce any tensions or emotional reactions that the complaint may generate.

Complaints related to a member of the management team will be dealt with as quickly as possible and the timelines shall be linked to the nature of any decision made in connection with the complaints.

A parent or student complainant wishing to appeal any decision by a district official that is covered by the scope of the *Appeals Procedure Bylaw No. 302.16*, shall utilize the procedure in that policy. Where the complaint is the proper subject for an investigation or grievance under a collective agreement with the Board, the collective agreement provisions shall prevail.

Any complaint made by an excluded employee against a member of the management team shall be considered using the procedure in this policy.

Students, parents and employees will be reminded of the existence of this policy on an annual basis.

The specific procedures for addressing complaints covered by this policy are found in the accompanying Administrative Procedures.

Related Administrative Procedure: [201.2AP – Complaints Related to a Member of the Management Team](#)