



The Greater Victoria School District is committed to

PROCESS

Step 1 Initial Contact

The person(s) will express the concern(s) to the individual involved.

a) Both parties will attempt to:

- Define the concern(s);
- Clarify the issue(s);
- Develop an appreciation and understanding of each other's point of view;
- Resolve the concern(s).

If there is no resolution, the staff member will refer to the principal/supervisor.

Step 2 Facilitated Contact

The person(s) will meet with the principal/supervisor or designate. At the meeting the principal/supervisor or designate will:

- Gather information;
- Attempt to resolve the concern(s);
- Document the information by recording issue(s) and possible solution(s);
- Resolve the concern(s).

If there is no resolution, proceed to Step 3

Step 3 District Contact

The principal/supervisor will forward all documentation to the Zone Assistant Superintendent/Director with recommendation(s) for resolution of the concern(s).

The Zone Assistant Superintendent/Director will review all information relevant to the matter:

- contact the concerned person;
- attempt to resolve the concern and inform the person(s) involved.

If there is no resolution, proceed to Step 4

Step 4

The Zone Assistant Superintendent/Director will forward all documentation to the Superintendent

a) The Superintendent will gather all information relevant to the concern(s) and, if necessary, will meet with the parties to resolve the concern(s).

It is anticipated that the concern(s) will be resolved prior to Step 4, if not, Bylaw 9330.1 "Appeal Process Decisions Regarding Students" should be considered.

Modification to this document is not permitted without prior written consent from the Greater Victoria School District.



The Greater Victoria School District is committed to each student's success in learning within a responsive and safe environment.

POLICY 1155

COMPLAINT PROCESS FOR A RESOLUTION OF CONCERNS

The purpose of this Complaint Process is to ensure that any individual's concern will be given respectful attention while upholding the integrity of the educational system. The attendant regulations provide clear procedures for the communication and resolution of any concern held by members of our Educational Community. The Educational Community includes parents, students, all Greater Victoria School District employees and members of the public.

School Principals shall communicate the procedures, outlined in the attendant regulation, to their students, staff, and parents on a regular basis.

Greater Victoria School District

Adopted: November 25, 1996
