

ADMINISTRATIVE PROCEDURE 410

ADDRESSING STAFF CONCERNS AND COMMUNICATION

BACKGROUND

The District believes that concerns and complaints should be dealt with in a manner that reflects mutual respect, in a confidential setting, and at the point closest to where the concern first arises.

All school and District staff should be protected from unnecessary, inappropriate, or malicious criticism. In the process of resolving a concern or complaint, hearsay and rumour will be discounted in favour of considering facts directly related to the matter.

The key principles for raising and addressing concerns or complaints include that:

- They are addressed with the individual, wherever possible.
- They are made, and dealt with, in a courteous and constructive manner.
- Personnel against whom concerns or complaints are made have an opportunity to respond.
- They are handled in a timely, objective, and fair manner.
- Persons who have brought forward concerns or complaints will be kept informed of the status of their inquiry in a timely manner.

PROCEDURES FOR ADDRESSING CONCERNS OR COMPLAINTS

1. Persons receiving or hearing concerns or complaints, other than bullying and harassment, should encourage the complainant to follow the processes outlined in this procedure.
2. Complaints that relate solely to an employee's assigned duties, responsibilities, or expectations as outlined in their job description, and where there is no allegation of misconduct, breach of policy, or failure to perform those duties, will not be considered under this Administrative Procedure.
3. Anonymous concerns and complaints may be raised; however, they are limited in how they can be addressed, as follow-up clarification is often not possible.
4. Anyone reporting a concern or complaint should do so in good faith without fear of retaliation or reprisal.
 - 4.1. Vexacious reports may result in discipline.
5. Every effort should be made to resolve the matter at the earliest possible stage.
 - 5.1. When the concern involves a CUPE staff member, the following would apply:
 - 5.1.1. CUPE Protocol.
 - 5.1.2. NOSTA-CUPE Protocol.

- Page 2 of 3

- 6.2. Correspondence with trustees shall be limited to governance responsibilities such as budget development, policy, and/or strategic planning.

- 7.2. Correspondence with the Quelmúcw Education Council shall be limited to Indigenous Education in the District, Indigenous Education budgets, and as a conduit for consultation with local Indigenous Bands.

- 8.4. District employees have a duty of loyalty to the District as their employer. The duty of loyalty requires employees to serve the District to the best of their ability. Employee conduct must instill confidence and trust and must not bring the District into disrepute.

- 9.1. Confidential information that employees receive through their employment must not be divulged to anyone other than persons who are authorized to receive the information.

- 10.1. Non-compliance to this Administrative Procedure may result in corrective or disciplinary action in accordance with applicable collective agreements, District policies, and relevant employment standards.

Date Approved: September 8, 2026