



Turtle River School Division - Administrative Procedure

Section A – General Administration Guidelines for Complaints

Turtle River School Division has established these procedures to ensure effective communication of complaints and concerns. It is essential to maintain strong partnerships between schools and parents and to foster professional working relationships among staff, aiming to resolve issues locally whenever possible.

As a general principle, board members and supervisors should direct individuals with concerns or complaints to the appropriate level in the chain of command. Individuals should be encouraged to express their concerns in writing.

1. Board members and supervisors should first encourage individuals to address their concerns directly with the relevant staff member (e.g. teacher, bus driver, payroll clerk)
2. If the individual continues to express concerns or has already communicated with the relevant staff member, they should be encouraged to escalate the matter to the staff member's immediate supervisor. (e.g. school principal)
3. If the concern remains unresolved at the staff member's immediate supervisor, the individual should be directed to bring the concern to the next level of supervision (e.g. superintendent, transportation supervisor)
4. If the concern or complaint remains unresolved at the divisional supervisor level, the individual should be instructed to submit the complaint in writing to the board.
5. The written complaint will be included on the agenda for the next board meeting. The complaint must be clearly stated and signed by the complainant(s).
6. Delegations: If a group or an individual requests to appear before the board as a delegation, they must submit a written request to the division at least 10 days by noon prior to the next regular board meeting. The request must include the reason for attending and must be signed by the delegates or their designated representative. The secretary-treasurer will confirm the time for the delegation's appearance on the agenda.
7. The board will determine the appropriate course of action to address the complaint, considering the chain of command, divisional personnel policies, the Public Schools Act, and applicable regulations. The board will provide the complainant with a written copy of its decision.
8. For appeals, the complainant should refer to the [Board Operating Procedure – Appeals of Administrative Decisions](#).

Board Informed:	Last Reviewed:	Last Revision:
November 15, 2024	February 26, 2019	



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9. These guidelines apply in most situations unless concerns or complaints are considered an emergency. In cases deemed to be emergencies, the board will address the issue in a special meeting, in accordance with the Public Schools Act.

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