

CONCERNS AND COMPLAINTS - EMPLOYEES

Background

The High Prairie School Division (HPSD) believes that all employees are responsible to maintain effective communication within their respective duties and areas of responsibility. Effective communication is clear, consistent and timely and respects the formal lines of communication within HPSD. This facilitates effective issue resolution and prevents people at various levels of the organization duplicating efforts or working at cross-purpose.

All certificated teachers and teacher leaders are bound by and must adhere to the Alberta Teaching Profession Code of Conduct in all their professional interactions and when raising concerns or complaints.

HPSD supports the maintenance of a communication system that maintains open channels and recognizes the following chain of command:

Employee > Principal/Supervisor > Superintendent

Procedures

1. Employees with significant concerns about activities, events or concerns in the school or work environment will seek resolution by adhering to the following channels of communication:
 - 1.1. When appropriate, employees are encouraged to first attempt to resolve concerns directly with the individual(s) involved through professional dialogue and collaborative problem-solving approaches.
 - 1.2. Principal or direct Supervisor – most concerns are addressed at this level; however, if issues remain, the employee will request a review of the concern by the Superintendent.
 - 1.3. When escalating a concern to the Superintendent, employees must complete and submit the Administrative Form 402 - Concerns and Complaints - Employees, available from the HPSD website.
 - 1.3.1. The Superintendent will review the employee's concern, and the attempts made to resolve it.
 - 1.3.2. The Superintendent shall advise the employee of the outcome of the review.
 - 1.4. HPSD procedures in no way prohibit an employee from initiating any appeal provisions available by collective agreement, the Education Act or any other legislation.
 - 1.5. At any point in this process, employees may seek support and guidance from their respective union or professional association representatives while following these established communication channels.
 - 1.6. For concerns or complaints regarding the Superintendent, employees shall submit a written complaint directly to the Board Chair using the Administrative Form 402 - Concerns and Complaints - Employees.
2. Trustees or school administrators receiving complaints from parents, groups or community members will follow procedures as outlined in Administrative Procedure 339 - Concerns and Complaints - Parents.
3. Trustees, administrators and staff will respect the established lines of communication associated with the work of Board appointed committees.
4. The Superintendent and Principals/direct Supervisors are responsible for ensuring that staff are aware of and follow established channels of communication.

HPSD Forms

Administrative Form 402 – Concerns and Complaints - Employees

Cross References

Administrative Procedure 175 – Health and Safety

Administrative Procedure 176 – Workplace Harassment and Violence Prevention

Administrative Procedure 339 – Concerns and Complaints - Parents

Legal References

Education Act Sections 32, 33, 41, 42, 197, 222

Teaching Profession Act

Alberta Teaching Profession Code of Conduct