

137 INTERNAL CONCERNS/COMPLAINTS RESOLUTION

Belief

Maskwacis Education Schools Commission (MESC) believes in following cultural and traditional teachings, in particular Wahkohtowin, to guide our actions. Wahkohtowin is the belief that all things are related and connected, that all of existence has spirit and that living in a good way requires us to maintain good relationships with each other and other aspects of existence. To maintain good relationships, MESC recognizes its parents/guardians and employees deserve to have their concerns and complaints resolved through consensus building, focusing on people and relationships.

Definitions

One way to determine the difference between concerns and complaints is how they are received. Concerns are typically verbal, whereas complaints are usually submitted in writing. The process for responding to concerns and complaints is the same.

Procedures

1. Supervisors respond to concerns and complaints at the school or department level. Supervisors consult with their immediate Supervisor and People Services if they have questions on best handling concerns or complaints.
2. The Principal/Supervisor receiving the complaint must notify those named in the complaint and ask them for a written response, collect other relevant data and information as needed, and review everything that is submitted to determine the severity of the complaint and how to resolve it. This procedure must be completed within fourteen (14) calendar days of receiving the complaint. Examples of how supervisors can resolve concerns and complaints include:
 - 2.1. Provide opportunity to meet with a male or female mediator as per traditional practices
 - 2.2. Provide Traditional Circles when requested. Elders facilitate these circles to resolve issues in a traditional and

- culturally appropriate way.
- 2.3. Individual meetings. These meetings include supervisors meeting with people individually or separately to work through the issue.
 - 2.4. Collective meetings. These meetings include supervisors facilitating a meeting with those involved to work through the issue together.
 - 2.5. Restorative Justice Circles. These circles include Elders, supervisors and trained facilitators to help those involved work through the issue together.
3. Supervisors shall redirect complainants as needed before getting involved as follows:
 - 3.1. Level 1: If employees have concerns about other employees, Supervisors ask employees to address those concerns with the other employees first.
 - 3.2. Level 2: If a concern or complaint is not resolved at level 1, a request in writing must be submitted to the Principal/Supervisor to address the concern.
 - 3.3. Level 3: If a concern or complaint is not resolved at level 2 a request for an appeal can be submitted to the Associate Superintendent of the department that oversees the people involved. The Associate Superintendent with support from People services will attempt to resolve the matter.
 - 3.4. Level 4: If a concern or complaint is not resolved at level 3, a request for an appeal can be submitted to the Superintendent.
 - 3.5. Level 5: If a resolution of the issue is not achieved at the Superintendent level, the complainant shall be advised of their right to an appeal to the Board.
 4. Principals/Supervisors responding to complaints at level 2 will use the [Process for Resolution](#) form to keep a written record of; circumstances that led to the complaint, relevant data/information, meetings/conversations, and conclusions.
 5. If the complaint is not resolved at level 2, the Principal/Supervisor will refer the completed [Process for Resolution](#) form to the appropriate Associate Superintendent Within fourteen (14) calendar days of receiving the complaint,

The Associate Superintendent with support from People Services will:

- 5.1. Advise or support the Principal/ Supervisor on resolving the issue at the school or department level; or
 - 5.2. Handle the complaint at the district level; or
 - 5.3. Conduct a workplace investigation to resolve the complaint at the district level.
6. If the complaint is not resolved at level 3, the Associate Superintendent with support from People Services will complete the [Process for Resolution](#) form and refer it to the Superintendent (level 4).
 7. When complaints are raised to level 4, the Superintendent will ensure, in cooperation with the Principal/Supervisor, that employees are provided with the opportunity to express their complaints and are heard fairly. This procedure must be completed within fourteen (14) calendar days of receiving the complaint.
 8. On occasion, the Superintendent may directly receive a complaint. In this event, the Superintendent will ascertain if all levels for resolution have been considered. If not, the complainant will be referred to the party who is the object of the complaint as the first means of achieving resolution. The party who is the object of the complaint will then be directed to address the complaint as outlined above.
 9. On occasion, a Board Governor may directly receive a complaint. The Board member will follow the protocol outlined in Board Policy G15.

Reference:

People Services Handbook for Supervisors

GP-15: Handling of Operation Complaints - MESC Board of Governors Policy

