

# SCHOOL DISTRICT NO. 48 (SEA TO SKY)

## REGULATION SERIES 300 - ADMINISTRATION

**R 304**            **GENERAL ADMINISTRATIVE  
PERSONNEL**  
**R 304.4**        **Complaints Related to a  
Member of the Management  
Team**

Guiding principles for addressing complaints related to a member of the management team:

1. Procedures connected with this policy and regulation will reflect all principles of natural justice and will be undertaken in such a way as to reduce any tensions or emotional reactions that the complaint may generate.
2. Complaints related to a member of the management team will be dealt with as quickly as possible and the timelines shall be linked to the nature of any decision that might be made in connection with the complaints.
3. A parent or student complainant wishing to appeal any decision, or lack of decision, by a district official that is covered by the scope of the Bylaw No. 500.2 Appeals Procedure shall utilize the procedure in that bylaw. Where the complaint is the proper subject for an investigation or grievance under a collective agreement with the Board the collective agreement shall be used.
4. Any complaint made by an excluded employee against a member of the management team shall be considered using the procedures in this policy and regulation.
5. The handling of complaints will be done so as to preclude the potential for retribution or reprisals against those making complaints.
6. Expectations for exemplary behaviour shall be those described in relevant documents of the B. C. Principals' and Vice-Principals' Association, the B. C. School Superintendents' Association, the B. C. Association of School Board Officials, College of Teachers' Association and other similar associations and District policies.