

	<b>Administrative Procedure</b>	
	Subject	Employee Complaints
	AP Code	410

## Background

The purpose of this policy is to provide a framework for the effective resolution of concerns related to employee contracts, employee welfare, administrative decisions, or any other division matter.

Under this procedure, a “complaint” is an expression of dissatisfaction about a service, action, or lack of action by management or an employee within the workplace. Such a complaint is not a violation of an employment contract. This procedure does not relate to complaints of harassment or violence, which are addressed in AP170 – Harassment and AP171 - Violence.

“Complainant” is the employee of the division making the complaint.

“Respondent(s)” is/are the employee(s) at the source of the issue.

## Procedures

1. Complaints should be resolved by addressing the issue as directly as possible.
2. The complainant is expected to clearly communicate their complaint to the respondent in person or in writing, as soon as possible.
3. The complainant should keep a record of all incidents and the manner in which they were handled to help with recollection of events at a later date.
4. If the complainant is unable to take direct action (per 2 above) or the subject matter of the complaint continues, the complainant may tender the complaint to an immediate supervisor (usually the school principal) or, if the immediate supervisor is the respondent, to the school director. Refer to AP412 - Appeal Procedure to the School Director.
5. Otherwise, the immediate supervisor shall act to resolve the situation by:
  - 5.1. meeting with the respondent;
  - 5.2. meeting with the complainant;
  - 5.3. meeting with the complainant and respondent to encourage both parties to resolve the complaint informally;
6. The immediate supervisor shall:
  - 6.1. complete the Complaint Form (Appendix “A”)
  - 6.2. file a copy of the completed form; and,
  - 6.3. forward the original to the Division Office for recordkeeping purposes.

7. Attempts by the immediate supervisor to resolve the complaint shall not exceed ten (10) working days from the date of being informed of the complaint.
8. If resolution is not achieved under this procedure, the immediate supervisor shall forward the complaint as an appeal to the school director. Refer to AP412 - Appeal Procedure to the School Director.
9. At any point, the complainant may request an alternative resolution process where such processes exist in law, Board policy or contract.

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## **References**

AP170 - Harassment

AP171 – Violence

AP412 – Appeal Procedure to the School Director

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## **Date Adopted**

November 1, 2025

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## **Revised**

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