

ADMINISTRATIVE REGULATIONS

TITLE: HOW TO COMMUNICATE WITH US – FOR STAFF

CATEGORY: PERSONNEL

NUMBER: 2070

I. Rationale:

This communication protocol provides a framework for finding solutions to differences that arise throughout the school district between employees. Confidentiality will be maintained throughout the resolution process.

II. Resolution Process Steps:

Step 1 - School District Employees (try to resolve the issue at the source)

- a. Identify the problem, meet with the person with whom there is a concern, ensure mutual understanding of the concern, explore possible solutions together, set up an action plan with times, dates and follow-up plans, as appropriate.
- b. If a resolution cannot be reached, inform the other party and move to Step 2.

Step 2 - Immediate Supervisor or the Human Resources Department

- c. Meet with the immediate supervisor, identify the concern and what has been done to reach a solution, explore further options to resolve the concern, set up an action plan.
- d. Complainant may file a written complaint with their supervisor or the Human Resources Department. The written complaint must provide specifics.
 - i. The supervisor will consult with the Human Resources Department on appropriate next steps.
- e. The respondent will be notified of the complaint in writing and provide notice of investigation or recommended mediation or other alternative disputes processes.
- f. The complaint will be investigated as soon as is reasonably possible. The investigation is to be completed in twenty (20) working days unless otherwise agreed to by the parties.
 - i. The complainant may request that the investigator be of the same gender.
- g. If a resolution cannot be reached, move to Step 3.

Step 3 – Grievance Process or Superintendent of Schools or Designate

- h. The complainant may initiate a grievance with their union, if applicable, OR;
- i. Within 30 days after Step 2, the complainant may contact the superintendent in writing to identify their concerns and explain what has been done to resolve it. A meeting will be set with the superintendent or designate and the superintendent's decision will be

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communicated in writing.

- III. School Act Sections 15 and 16 provide further direction to the board in relation to School Personnel and the process regarding dismissal, suspension or discipline.

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References: *School Act* Section 15 and 16, Regulation 2090 - Maintaining a Respectful Workplace