



# 505BP Complaints About Jurisdiction Personnel

**APPROVED:** 1996.03.20

**AMENDED:** 2003.05.21

**REVIEWED:**

---

## CROSS REFERENCE:

- Alberta Education Working Together to Resolve Differences
- [505.1AP Complaints about Jurisdiction Personnel Admin Procedures](#)
- [202.3AP Appeals Concerning Student Matters Admin Procedures](#)

## REFERENCE:

- BTPS Investigative Process

---

## POLICY STATEMENT:

The Board believes that concerns and complaints are best handled and resolved as close to their origin as possible, and that staff should be given every opportunity to resolve the concern or complaint prior to involvement by the Board.

## DEFINITIONS:

**Concern** – a worry regarding an issue or situation that can be raised in a verbal conversation with the individual(s) involved.

**Complaint** - a written statement expressing discontent or unhappiness about an issue or situation that is emergent or has not been addressed as a concern.

## GUIDING PRINCIPLES:

1. Concerns and complaints shall be presented courteously at an appropriate time and place, and in private.
2. The Board expects the staff to receive concerns or complaints courteously.
3. A complaint shall be submitted, in writing, to the individual and/or their immediate supervisor.

4. An employee who is the subject of a concern or complaint shall be informed as soon as possible, and shall have the opportunity to respond.
5. Anonymous complaints shall be reviewed for validity and responded to appropriately.