

**Preamble**

From time to time complaints may be made about alleged inappropriate action by a member of the management team, including district officials and school-based administrators (Superintendent of Schools, Secretary-Treasurer, Directors, Principals and Vice-Principals). Some forms of complaint are covered by procedures established through legislation, collective agreement, or other practices to which the Board and its employees are committed. In every case, complaints of this type will be handled in accordance with those procedures. Complaints not covered by such procedures shall be handled in accordance with the Regulations accompanying this Policy.

**Policy Statement**

The Board of Education, School District No. 48 (Sea to Sky), expects that members of its management team will demonstrate exemplary behaviour so as to maintain and increase public confidence and respect for the public school system.

**Procedural Expectations**

The Board expects that established procedures will be followed in respect of all complaints, including means of making judgments about the relative significance of those complaints. Any actions taken in relation to complaints shall be fully consistent with provincial legislation or regulation, with Board policy, and with collective agreements, where these are relevant to the issue at hand.

The specific procedures for addressing complaints covered by this Policy are found in the accompanying Regulation.

Adopted: June 9, 1999  
Revised: June 10, 2009