

## COMPLAINTS ABOUT TEACHERS

The Division recognizes that concerns, complaints, and disputes may arise regarding Division personnel, programs, activities, and/or operations. The Division advocates that the principles of due process be followed in a positive, honest, and respectful manner to finalize a resolution to disputes.

Due to the value we put into our relationships with our students, guardians, staff, and community partners, we strive to resolve issues at the local level whenever possible. The Division believes that all individuals are entitled to make a complaint, have it considered, and receive a response.

If the dispute cannot be resolved with the Teacher, the complaint must be made in writing and signed by the complainant. A copy of the complaint must be given to the Teacher, as well as the Principal of the School and the Superintendent/CEO. The Principal shall try to resolve the dispute.

If the dispute cannot be resolved by the Principal, the Superintendent/CEO will attempt to resolve the dispute. After a review of the complaint, a written response will be provided, with a copy forwarded to the school.

If this does not resolve the dispute, the written and signed complaint may then be directed to the School Board through the Superintendent/CEO. The Board will only address an appeal after all other appropriate channels have been exhausted. All concerns or complaints shall be handled in confidence. A written response of the Board of Trustees' decision will be provided to all parties involved in the appeal. The outcome of a complaint may lead to disciplinary proceedings being taken, and the outcome of all complaints shall be monitored.

If the complaint is in regard to professional conduct of a serious nature involving the safety and welfare of a child or an act by a staff member prohibited under the Criminal Code of Canada, the complainant is encouraged to contact the Superintendent/CEO as the first step.

Guardians can also file a complaint with the Manitoba Commissioner of Teacher Professional Conduct at <https://www.edu.gov.mb.ca/k12/commissioner> for matters involving Teacher misconduct or competency matters.

### [The Commissioner of Teacher Professional Conduct | Education and Early Childhood Learning - edu.gov.mb.ca](https://www.edu.gov.mb.ca/k12/commissioner)

The Commissioner of Teacher Professional Conduct is an independent Commissioner appointed under The Education Administration Act. The Commissioner oversees the new teacher professional conduct review process, including receiving and investigating reports and complaints, facilitating consent resolution agreements and referring cases to a hearing panel for adjudication.

[www.edu.gov.mb.ca](https://www.edu.gov.mb.ca)

The Division is committed to maintaining a safe environment, promoting educational excellence, and fostering a culture of mutual respect. [Board Policy 12: Learning Environment/Programs and Services](#) serves as the foundation for this administrative procedure.