



AP 500 STAFF COMPLAINTS AND GRIEVANCES

Any staff member will be allowed to bring a complaint or grievance to the Board, having first:

1. brought the complaint or grievance to the attention of his or her immediate supervisor;
2. brought the complaint or grievance to the senior administrative staff after failure of the immediate supervisor to resolve the complaint or grievance in a reasonable period of time;
3. brought the complaint or grievance to the Superintendent after failure of the senior administrative staff to resolve the complaint or grievance in a reasonable period of time;
4. taken the appropriate steps to place the item on the agenda should the Superintendent be unable to resolve the complaint or grievance to the complainant's satisfaction.

If the complaint involves another staff member, it is expected that that respondent will be contacted in an effort to resolve the problem leading to the complaint.

Provisions for settling complaints by unionized staff regarding items under contract are to be found in the respective Collective Agreements.