

Sunrise School Division

Divisional Procedure

Divisional Procedure Number - 2200

Policy Title	Divisional Procedure: Public Concerns		
Date of Issue	January 2007	Related Procedure	
Revision Dates		Related Forms	
Review Date	January 2009	Originator	Superintendent

Sunrise Public Concern Protocol

Rationale

The Sunrise School Division acknowledges that at times, members of our community will have concerns regarding division employees and/or practices. All concerns brought forward by identified individuals to the attention of our staff must be addressed. Any Sunrise School Division employee contacted by a community member with a concern will acknowledge their concern and advise them to follow this protocol.

Guiding Principles

The following principles apply to all individuals involved in addressing a concern:

- All communications need to be conducted with decorum and respectfulness.
- Seek to understand each other's point of view.
- Communications need to be conducted in a timely fashion.
- All individuals involved have a right to confidentiality.

Procedure

Every reasonable effort should be made to resolve a concern with the Sunrise staff member directly involved. If no resolution can be made, the person with the concern is invited to proceed with their concern through the levels of supervision. Concerns can ultimately be brought to the Board of Trustees.

Practices

Step One: Discuss With The Staff Member

- An individual with a concern should express the concern directly with the staff member involved. Every reasonable effort should be made to resolve the concern at this level.
- Clarify the concern. Should the staff member be unable to address the concern they should direct the individual to the staff member who would best be able to address the concern.
- Seek to understand each other's point of view.
- The person with the concern may be accompanied by an advocate/support person (please be advised that any involvement of legal counsel needs to proceed through the Division's legal counsel).
- If either party refuses to meet to address the concern, the matter can be referred to *Step Two*.

Step Two: Share Concern with a Supervisor

- If no resolution has been made at *Step One*, the person with the concern should bring the concern to the direct supervisor of the staff member involved. They may choose to complete a *Public Concern Form* (available at the main office of all schools and at www.sunrisesd.ca) to facilitate communication with the direct supervisor of the staff member.
- An individual with a concern should bring it forward in a timely fashion (within five working days of the specific incident).
- Upon being advised of a concern, the supervisor will communicate with the person(s) registering the concern in a timely fashion (usually within three working days).
- The supervisor will make every effort to resolve the concern.

Supervision Chart

Step 1: Individual	Step 2: Supervisor	Step 3: Supervisor	Step 4	Step 5
School Based Staff	School Principal	Superintendent or Assistant Superintendent	Board of Trustees	Minister of Education
Transportation Staff	Transportation Manager	Secretary Treasurer or Superintendent	Board of Trustees	Minister of Education
Clinician	Division Principal of Student Support Services	Superintendent of Schools or Assistant Superintendent	Board of Trustees	Minister of Education
Business Center Staff	Secretary Treasurer	Superintendent of Schools or Assistant Superintendent	Board of Trustees	Minister of Education
Education Center Staff	Superintendent of Schools or Assistant Superintendent	Superintendent of Schools	Board of Trustees	Minister of Education
School Principals	Superintendent		Board of Trustees	Minister of Education
Assistant Superintendent or Secretary Treasurer	Superintendent		Board of Trustees	Minister of Education
Superintendent of Schools	Board of Trustees			Minister of Education
Trustee	Board of Trustees			Minister of Education
Board of Trustees	Minister of Education			

Step Three: Discuss With Divisional Administrator

- If no resolution has been made at Step Two, the person with the concern should contact the appropriate division administrator (see chart above) in a timely fashion (within five working days) and forward an updated *Public Concern Form*.
- If the supervisor involved at Step Two is the Superintendent, the person with the concern may proceed directly to Step Four.
- Upon being advised of a concern, the division administrator will communicate with the person registering the concern in a timely fashion (usually within three working days).
- The division administrator will make every effort to resolve the concern.

Step Four: Appeal To The Board Of Trustees

- If no resolution has been made at Step Three, the person with the concern may appeal to the Board of School Trustees. To make an appointment, the person with the concern is asked to do the following:
- The individual's *Public Concern Form* should be updated and forwarded along with supporting documents to the Sunrise Board of Trustees c/o the Executive Secretary to the Secretary Treasurer (866.444.5559, fax 268.6545).
- Every effort will be made to place the person/s onto the next board meeting agenda; receiving the person's request before the Thursday of the next scheduled board meeting would be helpful in scheduling an appearance before the Board.
- The Executive Secretary will provide notification of the date, time and location of the meeting.
- Board members will be provided with the person's documentation ahead of the meeting.
- The person will be reminded that they may be accompanied by an advocate or support person (please be advised that any involvement of legal counsel needs to proceed through the division's legal counsel).
- At the meeting, the person/s will have an opportunity to:
 1. Present the concern.
 2. Share, from their perspective, why they are concerned.
 3. Share potential recommendations for resolution of their concern.
- The Board shall respond to the person, in writing, in a timely fashion (usually within five working days of the presentation).

At each of these steps, Sunrise staff have the right to review any written concerns about them. If a concern may lead to disciplinary action, they are entitled to Association/Union representation. At all times, they should be part of the eventual resolution of the concern.

Step 5: Appeal To The Ministry of Education, Citizenship, and Youth

- If there is no resolution to the complaint at Step 4, the person with the concern may share their concern with the Ministry of Education, Citizenship, and Youth. For more details call the Ministry at 1.866.626.4862.
- The Ministry may request to review your supporting documents.

Evaluating Concern Protocol Processes

- Upon completion of the public concern process, those involved may provide feedback on the process. The feedback is to be directed to the Superintendent (up to Step Three) or the Board of Trustees (if the matter proceeded to Step Four) in writing, by email, or by telephone.

Communicating The Protocol

- The Superintendent is to ensure that this policy is reviewed with all school and district administrators/managers before 30th of September each year.
- Each school Principal must review this policy in September of each year with the school PAC, and with all staff.
- Public Concern Forms and Concern Resolution Forms will be available in all division sites.

Attachments:

Public Concern Form

Public Concern Resolution Form



Public Concern Form

Helpful Hints, Reminders, and Points to consider:

1. Have I reviewed the Division's *Public Concern Protocol*?
2. Where did I get my information?
3. Have I approached the staff member directly involved?
4. Do I feel I was listened to? Did I listen to the staff person?
5. When did the incident happen?
6. What challenges has this situation caused for my child or me?
7. Do I require more information?
8. Where will I find that information?
9. Would it be beneficial to seek help from a support person or advocate?
10. What does a resolution look like to me?

We ask that individual staff have the opportunity to address specific concerns that others may have with their actions or choices. If this is not possible, or a meeting / conversation has taken place and the issue is not resolved, then please complete this form and submit it to the staff person's supervisor (see chart on the back side of this form). A copy will be provided to the individual staff person concerned.

Name: _____ School/Department Involved: _____

Home Phone #: _____ Work#: _____ Cell#: _____

Date: _____ Email: _____

Please describe the concern: be brief and factual, identify the person(s) involved, use additional paper if necessary.

How have you attempted to resolve the issue? If possible, include dates and times.

What would you like to see happen?

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Assistant Superintendent or Secretary Treasurer	Superintendent		Board of Trustees	Minister of Education
Superintendent of Schools	Board of Trustees			Minister of Education
Trustee	Board of Trustees			Minister of Education
Board of Trustees	Minister of Education			

Contact Information

Transportation Manager

Sunrise Transportation Department
 851 Cedar Avenue, Oakbank, MB
 R0E1J0, Ph: 204-444-2498;
 Toll free 1-866-824-9545
 Fax: 204-444-2552

Secretary Treasurer

Sunrise Business Center
 P.O. Box 1206 , 75 - Fifth Street South
 Beausejour, Manitoba, R0E 0C0
 Ph: 1-204-268-6500

Division Principal, Assistant Superintendent, and Superintendent

Sunrise Education Center
 P.O. Box 1206
 344 Second Street North
 Beausejour, Manitoba
 R0E 0C0
 1-204-268-6500

Toll Free for all of the above - 866-444-5559 For current email addresses please visit www.sunrisesd.ca and click on the ' Divisional Services' tab.



Sunrise School Division

Box 1206 Beausejour, Manitoba R0E 0C0 Telephone (204)268-6500 Fax (204)268-6545
Web Site: www.sunrisesd.ca Toll Free: 866-444-5559

Public Concern Resolution Form

This form is to be completed by the attending Administrator/Supervisor if a member of the public has brought forward a *Public Concern Form* to their attention.

Please make a copy of the submitted *Public Concern Form*. Together with this completed form, it needs to be forwarded if the issue progresses to Steps Three Four, or Five.

Please describe your concern that has been brought forward.

Please outline the steps taken to resolve this concern.

Please describe the resolution for this concern or, if not resolved, your recommendations for the resolution to this concern.

Name of Administrator/Supervisor (please print) _____

Administrator /Supervisor Signature _____

Date this form was completed: _____

Please forward a copy to individual staff member(s) concerned: