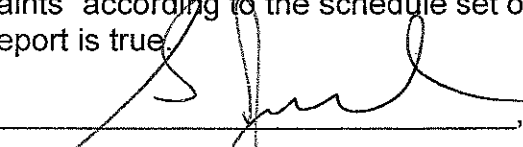


MONITORING REPORT  
SUPERINTENDENT LIMITATIONS POLICY 4.7 COMPLAINTS  
September 20, 2016

I hereby present the monitoring report on Superintendent Limitations Policy 4.7  
"Complaints" according to the schedule set out. I certify that the information contained  
in this report is true.

Signed , Superintendent Date Sept. 14/16

**POLICY STATEMENT:**

**"The Superintendent shall not fail to provide a mechanism which ensures that  
complaints are heard and handled in a timely and appropriate manner."**

**SUPERINTENDENT'S INTERPRETATION:**

Anglophone East School District (ASDE) ensures that provincial and district policies are available to staff & the school community, and that procedures are in place and followed to ensure complaints are heard. Policies and legislation such as 701 Pupil Protection, 703 Positive Learning and Working Environment, Workplace Harassment, Human Rights, and Student Appeals are followed. District procedures are also in place through the Education Centres to ensure that complaints are heard in a timely manner.

I report compliance.

DATA: see attached

**Monitoring Report  
Ends Policy 4.7 – Complaints**

Policy Statement: “The Superintendent shall not fail to provide a mechanism which ensures that complaints are heard and handled in a timely and an appropriate manner.”

| EXPECTATIONS  | INDICATORS   | ACTIONS  | FOLLOW UP ACTION  |
|---|--|--|---|
| Policy 4.7 is publicized for all stakeholders                   | The policy is posted to the District website   | DEC policy is reviewed with school administrators annually   | DEC monitoring reports once completed are shared with school administrators to ensure areas of concern are addressed and monitored. |
| Procedures in place for handling informal and formal complaints | Procedures are reviewed for all new employees through District orientation sessions. | Monitoring of complaints, Win School Data complaints etc. through regularly scheduled Subject Coordinator meetings, Manager meetings and Senior Admin meetings.  | Confirm resolution through communication with those involved  |
| Provincial Policy AD-2913 Workplace Harassment                  |  | <p>Procedures for investigating complaints under the Workplace Harassment Policy are enforced and monitored by the Superintendent and the Director of Human Resources. It is the responsibility of every administrator, manager and supervisor to ensure workplace harassment free environments.</p> <p>There were 3 investigations initiated under this policy in the 2015/2016 school year; all three were deemed founded.</p> | Review of Policy AD-2913 at the annual August Administration meeting.   |

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|  | Human Rights Act   | <p>The Human Rights Commission notifies the District of any complaints under the Act. The District fully participates in investigations under the Director of Human Resources and Department of Justice.</p> <p>There was one complaint filed in the 2015/2016 school year; it is pending.</p>   | To cooperate with the Commission as mandated.   |
| Policies are in place that specify complaint processes | Policy 701 for the Protection of Pupils in the Public School System has processes and procedures which are clearly outlined in the policy and posted on the District web site. | <p>The Superintendent is responsible to ensure that the process is followed. The Director of HR ensures that the attached check off list is followed and completed in a timely manner.</p> <p>Policy 701 is reviewed with all new employees at the District Orientation Sessions. Every new employee must sign off that they have read and understood the policy.</p> <p>The policy is reviewed by our school administrators with their staff on a yearly basis. Sign off is now required by all staff.</p> <p>There were 11 complaints submitted under this policy for the school year 2015/2016, with five determined to fall outside the scope of this policy; three were investigated and deemed founded; two were investigated and deemed unfounded; one was investigated and deemed false.</p> | <p>Review of Policy 701 at the annual August Administration meeting.</p> <p>701 review for all staff delivered by school administrators during first week back to school.</p> |

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|                                     | Education Act - District Appeals Process   | The Education Act grants parents or guardians and, in some cases, students the right to appeal specific decisions made by educators in the public school system. The decisions that may be appealed include Pupil Suspension (Education Act, ss.24 (4), Pupil Suspension from school vehicle transportation (Regulation 97-150, p.40 (1) (b), Placement (Education Act, ss11 (3) and Access to student records (Education Act, ss.54 (5). | <p>3 Suspension Appeals for the 2015 / 2016 school year</p> <p>3 DEC members sit on the District Appeals Committee, as well as the Superintendent. Procedures are followed as laid out in the Users' Guide for the Appeal Process.</p> <p>The Director of Educational Support Services reviews the appeals procedure with all administrative staff during the school year.</p> |
| Five Collective Agreements in place | <p>District staff may grieve any matter contained in their collective agreements.</p> <p>The five collective agreements have specific process requirements on grievances</p> | <p>There were 17 formal grievances filed for the school year 2015/2016:</p> <p>CUPE 2745 = 11 (5 pending)</p> <p>CUPE 1253 = 4 (4 pending)</p> <p>NBTF = 2 (1 pending)</p> <p>NBUPPE = Nil</p> <p>PSAC (SBO) = Nil</p>  | <p>Regular Labour Management meetings will continue with an emphasis on building relationships with our union partners.</p> <p>Continued professional development of Collective Agreements with new administrators and those enrolled in the Leadership program.</p>   |
| Surveys and On Site Visits          | School Reviews   | School Reviews were conducted at Dorchester, Northrup Frye, Marshview, Riverview East, Riverview High in 2015-2016.   | -Summary reports shared with staff and planning for next school year based on feedback   |

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| <p>Programs and initiatives to foster safe, productive and caring work and learning environments</p> | <p>Education and communication are paramount to ensure students, parents and staff is aware of their right to complain and appeal. There are a number of programs that ensure stakeholders are aware of mechanisms in place to hear complaints in a timely and appropriate manner.</p> | <p>DEC training for PSSC's held yearly on roles and responsibilities</p> <p>For the school year 2015/2016, there were: three District Orientation sessions for casual custodians; one for School Bus Drivers; three for Casual Educational Assistants; two for Administrative Assistants/ Library Workers.</p> <p>Two substitute teacher orientation sessions were held for the 2015 / 2016 school year.</p> <p>The District HR Team and the Finance Team combined efforts to deliver Professional Development to the School Administrative Assistants. Content included School Cash Online, Payroll Practices and a review of AESOP.</p> <p>New Administrator Training</p> <p>Leadership Development Program</p> <p><i>"In Education Every Day Counts"</i> Wellness &amp; Attendance Support program</p> | <p>Continued professional development on Collective Agreements with new administrators and those enrolled in the Leadership program.</p> |
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| LEVEL OF COMPLAINT        | PROCEDURE   | FREQUENCY | ACTION PLAN  |
|---------------------------|---|-----------|--|
| School Level Complaints   | Complaints are managed by the school administrators as the first level of complaint.  |           | School Administrators receive support from their Director of Schools. Complainants are encouraged to first bring their concerns to the School Administration for resolution.   |
| District Level Complaints | <p>Complaints that are concerning collective agreements, non-bargaining rules are handled by the Human Resources Department. The Director of HR is responsible to ensure the timelines as established by the collective agreements are adhered to.</p> <p>The Director of Finance and Administration is responsible for complaints dealing with Transportation, Facilities and Finance. Managers are given the authority to solve complaints on a daily basis.</p> <p>The Director of Curriculum &amp; Instruction and the Director of Educational Support Services are responsible to handle all academically related complaints that do not get solved at the school level.</p> |           | <p>Continue to review decision making and communication protocols with staff.</p> <p>Monthly Labour management meetings (or as mandated by the collective agreement) will continue as an excellent means of solving complaints for staff.</p> <p>Regularly scheduled meetings with the management team address those complaints that could not be rectified at the school level.</p> <p>Senior administration is kept abreast of all complaints that might escalate and require their support, at their regularly scheduled meetings.</p> <p>Coordinators meet bi-weekly with the Director of Curriculum &amp; Instruction, Director of Educational Support Services, the Directors of Schools and the Superintendent to address those complaints that could not be rectified at the school level.</p> |

| LEVEL OF COMPLAINT          | PROCEDURE  | FREQUENCY | ACTION PLAN   |
|-----------------------------|--|-----------|---|
| Department Level Complaints | The Superintendent and Directors are made aware of all complaints that reach the department. The responsibility to prepare and report to the Minister on what has been done regarding the complaints lies with the senior administration team. |           | When a complaint is unresolved to the complainant's satisfaction they are given an option to go to the department to lodge their complaint at the next level. |
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