

MEDICINE HAT SCHOOL DISTRICT NO. 76

HEALTHY INTERACTIONS

BACKGROUND

The Board of Trustees recognizes that disputes, concerns and complaints occur within an organization. The Board of Trustees desires that people who have complaints, concerns or disputes have an opportunity to express their point of view through appropriate channels of communication to solve the issues expediently and in the best interest of the parties involved.

POLICY

The Board believes that concerns should be viewed as an opportunity to improve situations. All concerns should be treated seriously and every attempt made to resolve the concern at the appropriate level. The Board believes that when there is a conflict, the two parties involved should meet to resolve the issue first. At this and each succeeding level attempts should be made to resolve concerns in an open, honest and sincere manner.

GUIDELINES

1. Concerns should be referred to the party who is the object of the concern, in cooperation with that person's respective supervisor. The concern will be handled by someone different only when the allegation itself implies serious threat to a student or concerned party. The following protocol is provided as a procedural guide to direct concerns to the appropriate personnel. If satisfaction is not achieved at one level, then the concerned party should proceed to the next level as identified below:
 - 1.1. The staff member about which the concern has been expressed
 - 1.2. Principal or supervisor
 - 1.3. System administration office person delegated responsibility in the applicable area
 - 1.4. Associate Superintendent
 - 1.5. Superintendent
 - 1.6. Board only for circumstances outlined in Policy 631: Appeals and Hearings Regarding Student Matters
2. Schedule an appropriate time to meet with the concerned party.

**Approved & Adopted:
December 5, 2006**

**Reviewed:
November 7, 2016**

REFERENCE

[Procedure 575 P 001: Healthy Interactions](#)
[Exhibit 575 E 001: Process for Resolution Form](#)