

Ahkwesahsne Mohawk Board of Education
(AMBE)



Ahkwasahsne Mohawk
Board of Education
Policies • Guidelines • Procedures

POLICY: 511

Effective: June 2, 1997

Amended:

SUBJECT: COMPLAINTS ABOUT STAFF - PAGE 1

I. POLICY

The Ahkwasahsne Mohawk Board of Education recognizes that from time to time complaints may be received by the Director of Education, Board Members or school administration regarding a wide variety of issues associated with the instruction, discipline, learning materials, programs, transportation of students, staff behavior and conduct of teachers. The Ahkwasahsne Mohawk Board of Education believes that no member of the community should be denied the right to lodge a complaint or to petition an individual Board Member. However, any complaint received shall be written and signed and referred through the proper administrative channels for resolution before review and/or action by the Ahkwasahsne Mohawk Board of Education.

II. GUIDELINES & PROCEDURES ✱

A. The Ahkwasahsne Mohawk Board of Education advises that the proper channel for complaints involving instruction, discipline, learning materials or programs is as follows:

1. the Teacher;
2. the Principal;
3. the Director of Education;
4. the Ahkwasahsne Mohawk Board of Education.

B. The proper channel for complaints involving the transportation of students and discipline of students while riding the bus or the maintenance of facilities is as follows:

1. the Principal;
2. the appropriate supervisor – transportation or operations and maintenance;
3. the Director of Education;
4. the Ahkwasahsne Mohawk Board of Education.

C. If a complaint is not satisfactorily resolved at the school/department level, the complainant should forward formal, written notification to the Director of Education. The Director will then undertake an investigation and report the findings to all parties concerned, including the Ahkwasahsne Mohawk Board of Education.

- 1) Staff will automatically and immediately be informed by the Director of Education or Principal of a complaint lodged against the staff member. If the staff member is under the supervision of the Principal, the Principal will be informed.



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- 2) Staff will always be provided with the opportunity to present their side of the situation when complaints are received about their performance, behavior or interrelationships with others.
 - 3) As a result of a complaint, and after consultation with the staff member, the Director of Education may choose to document the complaint and actions taken by the Director in the staff member's personnel file. If information about the complaint and subsequent investigation is to become part of the personnel file, the staff member shall be so informed and be required to sign the documents indicating that he or she is aware of the contents being placed in his/her file.
- D. In the event of any complaint, AMBE staff will maintain a written record of the complaint, action taken, and the disposition of the case. This information will be on file at the Board office for a minimum of one school year.

NOTE: The signature on the complaint record does not indicate that the staff member agrees with the complaint but is only recognizing that he/she is aware of the report and its contents.