



# **Bioregional Education Association**

Oak & Orca Bioregional School, Oak & Orca School (OL)

<https://oakandorca.ca>

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## **Concerns and Complaints**

This policy applies after the [Conflict Resolution Guidelines](#) have been exhausted.

### **Non-policy Concerns or Complaints**

In general, children or adults with concerns or complaints are encouraged to honestly and respectfully discuss those concerns directly with the person or persons involved.

If further assistance is required to properly deal with a problem or dispute, the following steps should be taken, proceeding only if the matter has not been resolved by the previous step:

1. Either party, whether an individual or a group, may seek mediation from a person acceptable to both parties. If the chosen mediator is willing to accept that role, she or he will meet with both parties and attempt to help them to resolve the issue. If the parties cannot agree upon a mediator, a director who is at arm's length from the situation will act as the mediator or appoint a mediator.
2. Either party may seek a ruling from the Board Appeals Committee (BAC). The party seeking the ruling should write to the BAC, detailing the facts of the case, as well as efforts made to resolve the problem. The letter should clearly state the outcome sought by the party writing the letter. The BAC will meet to consider the letter within two weeks of receiving it. After thoughtful consideration, the BAC may opt to seek further information from one or both parties, to make a decision, or take action. BAC decisions and/or actions will be communicated in writing to all concerned parties. Unless new information comes to light, decisions of the BAC shall be final, and are not subject to board approval.

The BAC is made up of all members of the board who are not involved with the day-to-day operations of the school as defined by the board. The board must ensure that this committee exists at all times and that it ideally has a minimum of three members. Should anyone on the BAC have a conflict of interest related to the concern/complaint, that individual will be temporarily removed from the BAC. Individuals on the BAC must announce any potential conflict of interest to the committee as soon as they become aware of it. If needed, a suitable replacement will be found who does not have a conflict of interest.

3. Any matters that are not resolved can be referred to the AMS of FISA Ombudsperson.

### **Policy Concerns or Complaints**

When the issue is a matter of policy, the person with the concern should speak to a teacher or director for clarification. A suggested change can be presented to the Board in writing or by attending a meeting. The board will decide whether or not the policy in question will be changed.