



Adopted: 1999-01-05
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POLICY BCE

ELECTED COMMISSIONERS DEALING WITH CONSTITUENT COMPLAINTS

This Policy is designed to provide Commissioners with guidelines when dealing with a member of the public who seeks intervention to address a specific problem or complaint.

Definitions

Constituent	A <i>constituent</i> is a member of the public who lives within the boundaries of a Commissioner's ward.
Complaint	A <i>complaint</i> is a specific question, concern, or problem expressed by a constituent.
Student	A <i>student</i> is a person entitled, under the <i>Education Act</i> , to receive instructional services from the New Frontiers School Board.
Parent	A <i>parent</i> is a person having parental authority or legal custody of the student.
Reconsideration of a Decision by Council	<i>Reconsideration of a decision by Council</i> is a request to have a decision that affects a student or parents of a student altered or revoked by Council.

Guiding Principles:

- Should a Commissioner be approached by a member of the public who resides outside his or her ward, the Commissioner concerned will refer this individual to the Commissioner representing the ward where this person resides.
- When a Commissioner is asked to intervene to deal with a specific problem or complaint, the Commissioner will proceed as outlined below:
 - Advise the person to attempt to solve the problem by contacting the administrator or Board Director responsible for the particular area of concern.
 - If the problem remains unresolved, the Commissioner will:
 - seek the advice of the Director General to determine an appropriate course of action; and/or
 - refer the constituent to the Director General for assistance.
 - At the constituent's request, the Commissioner will assist in setting up a meeting with the Director General. However, the Commissioner should participate in these deliberations only if the constituent specifically requests his or her presence.
 - If the constituent is a student or parent of a student and is questioning a decision of a member of the School Board staff, the Commissioner is obligated under the Education Act and School Board policy to inform them that, if his or her concern is not addressed, they have the option to request reconsideration of the decision by Council.

Roles & Responsibilities

The Commissioner is responsible for:

- ensuring that a constituent's complaint is addressed.
- assisting the constituent, as needed, in addressing the specific complaint.
- informing the constituent, as needed, of his or her rights and obligations as stated in the Education Act and School Board policy.

The constituent is responsible for:

- clearly articulating his or her complaint.
- working with the Commissioner and Director General to address his or her complaint.
- exercising his or her rights and obligations as stated in the Education Act and School Board policy.

The Director General is responsible for:

- ensuring that a constituent's complaint is addressed.
- assisting the Commissioner and the constituent in addressing the specific complaint.
- informing the constituent, as needed, of his or her rights and obligations as stated in the Education Act and School Board policy, and ensuring that the rights and obligations are respected by the employees of the School Board.