

**MEDICINE HAT PUBLIC BOARD OF EDUCATION OPERATES AS MEDICINE HAT PUBLIC SCHOOL DIVISION,
AND FOR THE PURPOSE OF THIS DOCUMENT WILL BE REFERRED TO AS "MHPSD" AND/OR "DIVISION"**

SECTION 500 – Personnel and Employee Relations

ADMINISTRATIVE PROCEDURE: HEALTHY INTERACTIONS

<i>PROCEDURE CODE:</i>	<i>532 AP 001</i>
Policy Reference: 532 – Healthy Interactions	Exhibits: 532 E 001 - Process for Resolution Form

PROCEDURE

1. Concerns or complaints should be brought forward by the complainant to the respondent referred to the party who is the object of the concern.
 - 1.1. The complainant should schedule a meeting at an appropriate time to meet with the respondent. Both participants should document the conversation including the statements of complaint, response by the respondent and the resolution including commitments for action. This confidential record should be retained by participants for a minimum of 2 years in a secure location.
 - 1.2. If the complainant is unable to meet alone with the respondent, the complainant can:
 - 1.2.1. Communicate the concern, or complaint to the respondent in writing.
 - 1.2.2. Request the presence of a supervisor to communicate the concern, or complaint to the respondent.
 - 1.2.3. Request that the supervisor communicate the concern, or complaint to the respondent.
 - 1.2.4. In all cases all participants should document the conversations including the statements of complaint, responses by the respondent and the agreed to resolution including commitments for action as described in Administrative Procedure – Exhibit: Mediation Process for Resolution Form – 532 E 001. This confidential record should be retained by all participants for a minimum of 2 years in a secure location.
 - 1.3. The respondent will be provided with the identity of the complainant and have the opportunity to respond to the concern or complaint brought forward by the complainant.

- 1.4. Allegations brought forward that pose a serious threat to the physical and psychological well-being of an individual or that may be in violation of Policy 528 – Discrimination, Harassment, Violence and Bullying, will be immediately referred to the Associate Superintendent – Human Resources for investigation.
- 1.5. Any alleged reprisals against individuals who have reported a concern, or complaint will be considered harassment and will be investigated by the Associate Superintendent – Human Resources.
2. The following protocol is provided as a procedural guide to direct concerns, or complainants to the appropriate personnel. If a resolution is not achieved between the complainant and the respondent, then the complainant or respondent should proceed to the next level as identified below:
 - 2.1. Principal (designate) or supervisor.
 - 2.2. Associate Superintendent – Human Resources.
 - 2.3. Superintendent.
3. If a principal (designate) or supervisor is required to mediate a resolution the following *“Healthy Interactions: Resolving Interpersonal Conflict”* process shall be initiated.
 - 3.1. Identify the individuals who must be present to resolve the concern or complaint. On occasion it may be necessary to involve a third party to facilitate mediation or as an advocate should such a role be required.
 - 3.2. Be prepared and establish a positive environment.
 - 3.2.1. Establish a sufficient and convenient time for meeting.
 - 3.2.2. Select a neutral location.
 - 3.2.3. Determine a clear agenda or purpose prior to the meeting.
 - 3.3. Define or identify the concern.
 - 3.3.1 Determine what the concern or complaint is, and what it is not.
 - 3.3.2 Have all people at the meeting state their concern(s).
 - 3.3.3 Check each response for clarification.
 - 3.4 Analyze the problem.
 - 3.4.1 Get as much information as possible about the concern(s).
 - 3.4.2 Determine what is important to all participants and what they would like to achieve (their interests).
 - 3.4.3 Attempt to establish common interest.
 - 3.5 Generate and document solution alternatives.
 - 3.5.1 Accept all suggestions without judging.
 - 3.5.2 Accept alternative means of achieving the result.
 - 3.6 Select a solution.
 - 3.6.1 Agree upon and implement the best alternative.



3.6.2 If there is no consensus, attempt to re-define the concern or complaint and brainstorm alternatives again.

3.7 Assess the solution.

3.7.1 Establish a time frame for review.

3.7.2 Review the action plan at the agreed time.

3.7.3 Assess whether the desired result was achieved.

Approved: December 5, 2006

Revised: May 15, 2023

