

Medicine Hat Public School Division

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**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**POLICY 532: HEALTHY INTERACTIONS****BACKGROUND**

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

POLICY

The Board believes that concerns, or complaints should be viewed as an opportunity to resolve issues and improve relationships. All such matters should be treated seriously, and every attempt should be made by the individuals to come to a mutually acceptable resolution.

GUIDELINES

1. When there is a concern or complaint the complainant and respondent shall take the necessary steps to come to a resolution.
2. If a resolution between the parties is not possible, the complainant or respondent can request that the appropriate supervisor become involved to provide mediation.
3. All parties should commit to resolving concerns with positive intentions and communicate in an open, honest, sincere, and respectful manner.
4. In all cases 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.
5. Individuals have the right to bring forward concerns or complaints without the fear of retaliation. 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.
6. 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.

ADMINISTRATIVE PROCEDURE

[532 AP 001 – Healthy Interactions](#)

ADMINISTRATIVE PROCEDURE – EXHIBIT

[532 E 001 – Mediation Process for Resolution Form](#)

Approved: December 5, 2006

Revised: May 23, 2023

