

Winnipeg Mennonite Elementary and Middle Schools

Concern Protocol

Rationale

WMES acknowledges that at times, members of our community will have concerns regarding employees, practices or situations at the school. The following protocol lays out steps for members who wish to voice their concern. All concerns brought forward by identified individuals to the attention of our staff will be addressed. Any WMES employee contacted by a community member with a concern will acknowledge their concern and advise them to follow this protocol.

Guiding Principles

As a Christian school we are mindful of the fact that God teaches us that: A servant of the Lord must not quarrel, but be gentle to all, able to teach, patient, in humility correcting those who are in opposition (2 Tim 2:23).

The following principles apply to all individuals involved in addressing a concern:

- All communications need to be conducted with decorum and respectfulness.
- Seek to understand each other's point of view.
- Communications need to be conducted in a timely fashion.
- All individuals involved have a right to confidentiality.

Procedure

Every reasonable effort should be made to resolve a concern with the WMES staff member directly involved (most of these issues will be rectified with a conversation between the parent and the WMES staff member). The majority of concerns should be dealt with at this level. If no resolution can be made, the person with the concern is invited to proceed with their concern through the levels of supervision. Concerns can ultimately be brought to the Executive Committee of the Board.

Practices

Step One: Discuss With The Staff Member

- An individual with a concern should express the concern directly with the staff member involved. This may be done in person, in writing or on the phone. Every reasonable effort should be made to resolve the concern at this level.
- Clarify the concern. Should the staff member be unable to address the concern they should direct the individual to the staff member who would best be able to address the concern.
- Seek to understand each other's point of view.
- Both parties must meet and try to resolve their concerns in an amicable manner before being allowed to move to the next step in the process. This important step is a prerequisite to continuing on to Step 2. The majority of concerns will be dealt with during this step of the process.
- Please be advised that any involvement of legal counsel needs to proceed through the WMES legal counsels office.

Step Two: Share Concern with a Supervisor

- If no resolution has been made at *Step One*, the person with the concern should bring the concern to the direct supervisor of the staff member involved. They must complete a *Concern Form* (available at the main office of our schools to facilitate communication with the direct supervisor of the staff member).
- An individual with a concern should bring it forward in a timely fashion (within five working days of the specific incident).
- Upon being advised of a concern, the supervisor will communicate with the person(s) registering the concern in a timely fashion (usually within three working days).
- The supervisor will make every effort to resolve the concern.

Supervision Chart

Step 1: Individual	Step 2: Supervisor	Step 3: Supervisor	Step 4
School Based Staff (Teachers/EA etc.)	School Principal (Agassiz-Cindy Thiessen, Bedson - John Sawatzky)	Superintendent/CEO - Lawrence Hamm	WMES Board (Executive) Board Chair - Peter Janzen
Transportation Staff (Bus Drivers)	School Principal/ Business Manager - Susan Schmidt	Superintendent/CEO - Lawrence Hamm	WMES Board (Executive) Board Chair - Peter Janzen
Clinician	Head of Student Services - Marily Kroeker Elias	Superintendent/ CEO - Lawrence Hamm	WMES Board (Executive) Board Chair - Peter Janzen
WMES Central Office Staff (Secretaries, Custodial)	Business Manager - Susan Schmidt	Superintendent/ CEO - Lawrence Hamm	WMES Board (Executive) Board Chair - Peter Janzen
School Principals (Agassiz - Cindy Thiessen, Bedson - John Sawatzky, ICT-Bill Cope, Business Manager - Susan Schmidt)	Superintendent /CEO - Lawrence Hamm		WMES Board (Executive) Board Chair - Peter Janzen
Superintendent of Schools/CEO - Lawrence Hamm	WMES Board (Executive) Board Chair - Peter Janzen		

WMES Board Member	WMES Board (Executive) Board Chair - Peter Janzen
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Step Three: Discuss With Superintendent/CEO

- If no resolution has been made at Step Two, the person with the concern should contact the Superintendent/CEO (see chart above) in a timely fashion (within five working days) and forward an updated *Concern Form*.
- If the supervisor involved at Step Two is the Superintendent, the person with the concern may proceed directly to Step Four.
- Upon being advised of a concern, the Superintendent will communicate with the person registering the concern in a timely fashion (usually within three working days).
- The Superintendent will make every effort to resolve the concern.

Step Four: Appeal To The WMES Board (Executive)

- If no resolution has been made at Step Three, the person with the concern may appeal to the WMES Board (Executive). Contact information will be made available by the Superintendent.
- The individual's *Concern Form* should be updated and forwarded along with supporting documents to the WMES Chair of the Board. This is the responsibility of the person/s with the concern.
- Every effort will be made to meet with the person/s bringing forward their concern in a timely manner (usually within 7 working days).
- Board members will be provided with the person's documentation ahead of the meeting.
- At the meeting, the person/s will have an opportunity to;
 1. Present the concern.
 2. Share, from their perspective, why they are concerned.
 3. Share potential recommendations for resolution of their concern.
- The Board shall respond to the person, in writing, in a timely fashion (usually within five working days of the presentation).

At each of these steps, WMES staff have the right to review any written concerns about them. If a concern may lead to disciplinary action, WMES staff are entitled to invite a support person to assist them in their dealings. At all times, the staff member in question should be part of the eventual resolution of the concern.

Winnipeg Mennonite Elementary and Middle Schools

250 Bedson Street, Winnipeg, Manitoba R3K 1R7
Phone 885-1032 Fax 897-4068 website: www.wmes.ca

26 Agassiz Drive, Winnipeg, Manitoba R3T 2K7
Phone 261-9637 Fax 275-5181 website www.wmes.ca

Concern Form

We ask that individual staff have the opportunity to address specific concerns that others may have with their actions or choices. If a meeting / conversation has taken place and the issue is not resolved, then please complete this form and submit it to the staff person's supervisor (see chart on the back side of this form). A copy will be provided to the individual staff person concerned.

***Please note that unsigned forms will not be investigated**

Name: _____ School/Department Involved: _____

Home Phone #: _____ Work#: _____ Cell#: _____

Date: _____ Email: _____

Please describe the concern: be brief and factual, identify the person(s) involved, use additional paper if necessary.

How have you attempted to resolve the issue? If possible, include dates and times.

What would you like to see happen?

Signature: _____

Step 1: Individual	Step 2: Supervisor	Step 3: Supervisor	Step 4
School Based Staff	School Principal	Superintendent/CEO	WMES Board (Executive)
Transportation Staff	School Principal/ Business Manager	Superintendent/CEO	WMES Board (Executive)
Clinician	Head of Student Services	Superintendent/ CEO	WMES Board (Executive)
WMES Central Office Staff	Business Manager	Superintendent/ CEO	WMES Board (Executive)
School Principals	Superintendent		WMES Board (Executive)
Superintendent of Schools/CEO	WMES Board (Executive)		
WMES Board Member	WMES Board (Executive)		

Contact Information

Business Manager - Susan Schmidt

250 Bedson Street
Winnipeg, Manitoba
R3K 1R7, Ph: 885-1032
Fax: 897-4068

Bedson School Principal - John Sawatzky

250 Bedson Street
Winnipeg, Manitoba
R3K 1R7, Ph: 885-1032
Fax: 897-4068

Agassiz School Principal - Cindy Thiessen

26 Agassiz Drive
Winnipeg, Manitoba
R3T 2K7 Ph; 261-9637
Fax: 275-5181

Superintendent of Schools / CEO - Lawrence Hamm

250 Bedson Street
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R3K 1R7, Ph: 885-1032
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Concern Resolution Form

This form is to be completed by the attending Administrator/Supervisor if a member of the Society has brought forward a **Concern Form** to their attention.

Please make a copy of the submitted **Concern Form**. Together with this completed form, it needs to be forwarded if the issue progresses to Steps Three or Four.

Please describe your concern that has been brought forward.

Please outline the steps taken to resolve this concern.
