

If I complain, what are the possible outcomes?

Written complaints are reviewed by the Registrar, who will determine whether the matter must be forwarded to the Preliminary Investigation Sub-Committee. The Registrar does not make a decision on the merits of the case, but does consider:

- the nature of the allegations
- whether the matter has been appropriately dealt with in another forum
- whether the alleged conduct could possibly amount to misconduct
- whether the matter has been reported to the College through another avenue

Where a complaint contains allegations that could not constitute misconduct, have been appropriately dealt with in another forum or are outside the College's jurisdiction, the Registrar can decide not to refer the complaint to the discipline process and the file will be closed.

If the Registrar determines that the complaint is to be forwarded to the Preliminary Investigation Sub-Committee, the Sub-Committee can resolve the matter informally, order an investigation or take no further action.

If an investigation is ordered, you may be asked to participate in an interview with the investigator.

What happens after an investigation?

The complaint may proceed to a formal hearing in which evidence relevant to the allegations is presented to a three-member panel. If the member is found guilty, the penalty may range from a reprimand to a suspension or cancellation of certification and membership.

To find out more:

- visit our website at www.bcct.ca and see Professional Conduct Complaints and Reports
- phone us at 604.731.8170 or toll-free at 1.800.555.3684
- e-mail us at intake@bcct.ca



BC College
of Teachers

Person Complaints

Answers to Frequently Asked Questions

Established by the *Teaching Profession Act* on January 1, 1988 to administer and enforce the provisions of that Act, the College, among other things, has the authority to set standards for the professional conduct and competence of its members.

Changes made to section 28 (4) of the *Teaching Profession Act* in May 2003 allow the College to accept person complaints.

The College can review complaints about its members. Members include educators (teachers, vice-principals, principals, assistant superintendents and superintendents) who have been certified by the College to teach.

Where should I go to express a concern or make an inquiry?

Most concerns are best dealt with at the local level. Before submitting a complaint to the College, you are encouraged to discuss your concerns with the member. If you are unable to resolve the issue, you may go to the member's supervisor. School District policies lay out processes for bringing complaints through administrative levels all the way

to the Board of School Trustees. You may want to request a copy of your School District's policy for complaints. Parents can also ask a representative from their district parent advisory council to assist them with this process.

What kinds of complaints can be considered by the College?

Complaints must relate to the conduct (for example, the actions or behaviour) of the educator.

What happens if I complain?

If you call the College, an Intake Officer will speak to you. The Intake Officer will ask you about the nature of the complaint and what steps you have taken to address it.

The Intake Officer will provide information on the person complaint process. You will also be given information about how to send in a written complaint.

Intake Officer

The Intake Officer is a neutral fact-gatherer, whose role is to gather pertinent information and explain the process of submitting a formal complaint.

How do I make a complaint?

To be considered by the College, a complaint:

- must be in writing
- must include the full name of the member who is the subject of the complaint
- must be signed
- must relate to the conduct of a member
- should include a summary of the issues or concerns
- should include information about any steps taken to resolve the complaint

A complaint form is available on the College website at www.bcct.ca.