

Code of Ethics

Research indicates that a well-maintained, ordered environment, with a strong, authoritative adult presence contributes to the overall safety of schools.

Kuper Academy is committed to providing a safe, supportive and harmonious environment for all its students and employees. The school values and expects positive and respectful interaction between all members of its community - classmates, teachers, administrators, coaches, parents, support staff, lunchroom supervisors, daycare professionals, security personnel, after-school monitors, and volunteers.

Thus, interaction among all Kuper community members must be based on mutual respect, trust and cooperation. To this end, no form of discrimination, harassment, intimidation, abuse or violence of its students or employees will be tolerated – in accordance with provisions of the Canadian and Quebec Charters of Human Rights and Fundamental Freedoms, the Commission des Droits de la Personne du Québec, the Commission de la Santé et de la Sécurité du Travail, the Quebec Civil Code, the Criminal Code and the Youth Protection Act.

Kuper's Behaviour Code applies to all those studying or working – paid or volunteer, temporary or permanent – at the school, and also to all persons using its services. It applies, without limitation, to:

- Behaviour on the Kuper campus
- All school communications: telephone, regular mail, email, COBA, computer or other electronic devices
- Kuper-sponsored field trips, social and athletic functions, conferences, workshops, etc.

Complaint Protocol:

All members of the Kuper community have the right to study, work, and learn in a safe, harmonious atmosphere. Thus, a complaint protocol has been developed to handle all disputes among community members in a manner that assures everyone's fair treatment, respects and protects personal dignity and integrity, ensures the right to confidentiality, and that a complaint will be pursued to its rightful conclusion. *The Complaints Officer is Bryan Pearce, the Dean of Student Life at the High School.

Complaint Protocol

1. Purpose

This protocol provides a clear and confidential process for school staff to raise and resolve workplace complaints. It aims to promote respectful communication, early resolution, and a safe, supportive working environment.

2. Scope

This protocol applies to all staff members of the school — including teachers, support staff, and custodial or maintenance personnel.

It covers complaints related to:

- Interpersonal conflicts or harassment
 - Discrimination or bullying
 - Health and safety concerns
 - Violations of professional conduct or workplace policy
 - Any other behavior or decision that negatively impacts a staff member's work environment
-

3. Guiding Principles

- **Confidentiality:** Complaints and investigations are handled discreetly and shared only with those who need to know.
 - **Fairness and Impartiality:** All parties are treated respectfully and given the opportunity to respond.
 - **Timeliness:** Concerns should be addressed promptly to prevent escalation.
 - **Protection from Retaliation:** Staff who raise concerns in good faith are protected from reprisal.
 - **Informal Resolution First:** Whenever possible, complaints should be resolved informally before moving to a formal process.
-

4. Informal Resolution Process

1. **Direct Communication:**

If comfortable, the staff member should first attempt to resolve the issue directly with the individual involved through respectful discussion.

2. **Supervisor/Department Head Involvement:**

If the issue cannot be resolved or the staff member is uncomfortable addressing it directly, they may bring the concern to their immediate supervisor, department head, or another trusted administrator for mediation or informal support.

3. **Documentation:**

Even at the informal stage, staff are encouraged to keep notes on dates, times, and details of the issue and any conversations held.

5. Formal Complaint Process

If informal resolution is not possible or unsuccessful, a formal complaint may be submitted.

1. **Submission:**

The complainant should submit a written statement outlining:

- The nature of the complaint
- Dates, times, and people involved
- Actions taken to resolve it informally (if any)
- The desired resolution or outcome

2. This should be sent to the Complaints Officer: Bryan Pearce, the Dean of Student Life at the High School.

3. **Acknowledgment:**

The recipient will acknowledge receipt of the complaint in writing within **5 working days**.

4. **Preliminary Review:**

The Complaints Officer will determine:

- Whether the issue falls within this protocol
- Whether a formal investigation is required
- If interim measures (e.g., schedule changes, mediation, or temporary reassignment) are needed to ensure safety and fairness

5. **Investigation:**

- Conducted by an impartial investigator
- Both parties are interviewed and allowed to present evidence and witnesses
- A summary of findings is documented

6. **Outcome and Resolution:**

Within a reasonable timeframe (usually **30 working days**), the investigator or administrator provides a written summary of findings and any resulting actions or recommendations.

Possible outcomes may include mediation, training, written warnings, reassignment, or disciplinary measures as per school policy.

6. **Appeals**

If the complainant or respondent is dissatisfied with the outcome, they may submit an appeal in writing to the **Superintendent** or **HR Director** within **10 working days** of the decision, stating the grounds for appeal (e.g., procedural error, new evidence, or bias).

7. **Record Keeping**

All documentation related to complaints, investigations, and resolutions will be stored securely in accordance with privacy laws and retained according to school board or organizational policy.
