

**PROCEDURES FOR USE BY SCHOOL PERSONNEL FOR INCIDENTS OF  
INAPPROPRIATE OR HARASSING BEHAVIOUR BY PARENTS OR OTHER VISITORS**  
*(excluding those under [Policy AD-2913](#) – Workplace Harassment)*

### 1. **Informal Alternative Dispute Resolution**

Most disagreements or misunderstandings can be resolved easily and quickly through a discussion between the parties most immediately involved. The member of the school personnel who has a complaint (hereafter called the “Complainant”) and the school principal should work together to develop a plan to intervene in the inappropriate behaviour. This could be discussed before the Complainant engages with the individual responsible for the inappropriate behaviour.

- The Complainant may meet with the individual(s) directly to ensure the situation is understood by each party. The individual(s) should be informed that their actions or comments are unacceptable and unwelcome.
- Discuss the issue using plain language that is not blaming, inflammatory or accusatory.
- Inform the individual(s) of the goal of the discussion and problem-solve together to find a resolution. Both parties should be open to each other’s comments and suggestions.
- If the communication between the two parties is oral, the Complainant should have a witness present, if appropriate. If it is in writing, it is advisable for the Complainant to keep a copy and, also, to review the written communication with the principal prior to it being sent.
- If resolution is not achieved through direct discussion of the issue, or if either party is uncomfortable with this approach, the Complainant should involve their school principal.
- It is recommended that the Complainant keep a record of any incidents related to the inappropriate behaviour in order to maintain an account of the timeframe and the specific details of the situation.

If the informal dispute resolution procedures fail to produce the desired outcome, then school personnel should proceed to formal intervention, where it is appropriate to do so.

The formal intervention procedures should only be used when the inappropriate or harassing behaviour is substantial or persistent and when the informal dispute resolution was unsuccessful.

Please see following page...

## 2. Formal Dispute Resolution

Where appropriate, the Complainant may choose to file the following formal incident report. If necessary, the Superintendent can recommend that the situation be referred to a mediator.

- A formal incident report must be written and signed by the Complainant and the principal. It must give an accurate account of the incident or incidents of harassment or other inappropriate behaviour including times and dates, places and parties involved. When completed, the report is submitted to the principal, along with any relevant documentation. The principal will inform the superintendent of the situation.
- Upon receiving a formal incident report, the principal will determine whether the incident report is sufficiently complete. The principal will send a letter to the person responsible for the alleged incident to schedule an appointment or to inform the person that their action(s) or comment(s) are unacceptable and will not be tolerated. If necessary, a person may also be banned from the school premises (see *Trespassing Notice* on last page). If further action is required, such as mediation, the principal should contact the Superintendent.
- If the Complainant is threatened, assaulted, or concerned about their safety, the Complainant should contact the local law enforcement officers in addition to notifying school officials.







DEPARTMENT OF EDUCATION

**Name of School  
Address**

TRESPASS ACT OF NEW BRUNSWICK

*Trespassing Notice*

TO: \_\_\_\_\_

TAKE NOTICE that you are at all times henceforth to refrain from remaining on or entering upon the premises known as \_\_\_\_\_ School located at \_\_\_\_\_, New Brunswick, which premises include the parking and entrance areas used in connection therewith. This notice is given by an authorized person, under the Provisions of the New Brunswick Trespass Act. (2.1 and 2.2).

This notice expires \_\_\_\_\_.

FURTHER, understanding that communication with the school is important, it is expected that all communication will be via email \_\_\_\_\_ or telephone \_\_\_\_\_.

DATED: \_\_\_\_\_

Per: \_\_\_\_\_