

## More Information

More information about the complaint process is available on our website at :

[www.bcteacherregulation.ca](http://www.bcteacherregulation.ca)

[ UNDER PROFESSIONAL CONDUCT ]

You can also reach us at:

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TOLL-FREE · 1 800 555 3684

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## Ministry of Education Teacher Regulation Branch

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# Making a Complaint

## What you need to know



Ministry of  
Education

Ministry of Education  
Teacher Regulation Branch



Ministry of  
Education

**01** An intake officer is available to answer questions and provide general information about the complaint process, including the kinds of complaints the Commissioner can consider. All complaints must be submitted on the British Columbia Commissioner for Teacher Regulation Complaint Form, signed by the person(s) making the complaint and sent to the Commissioner at the address on the back of this brochure. Complaints must relate to the conduct or competence of a teacher.

**03** If the Commissioner decides to take further action, he or she may:

- order an investigation,
- enter into a consent agreement with the teacher, or
- issue a citation, which would lead to a hearing.

**05** If the matter is resolved by consent resolution, the outcome will be provided to the person making the complaint. Consent resolution agreements will be made public unless that would cause a significant hardship to a person who was harmed by the teacher.

## THE COMPLAINT PROCESS

To protect the public interest, teachers\* in British Columbia's public and independent schools are regulated by the Teacher Regulation Branch of the Ministry of Education. Complaints about a teacher's conduct or competence can be made to the Commissioner, who is appointed under the *Teachers Act*. An overview of the steps in making a complaint is set out in this brochure, but for specific details, please refer to the *Teachers Act*.

**02** The Commissioner will conduct a preliminary review of a complaint and may decide to take no further action if certain considerations set out in the *Teachers Act* apply, including whether the complaint was made in bad faith or for an improper purpose or has not been made in a timely manner.

If the Commissioner decides to take no further action, the reasons for that decision will be provided to the person making the complaint and to the teacher.

**04** If the Commissioner orders an investigation, the person making the complaint, the teacher and any school district or independent school authority that employs the teacher will be notified. A copy of the complaint will be provided to the teacher. An investigator may contact the person making the complaint, the teacher and any other person(s) who may have information relevant to the complaint.

**06** If a citation is issued, the person who made the complaint will be notified. The date, time and place of the hearing will be posted on the Teacher Regulation Branch's website. Hearings and panel decisions will be made public, unless that would cause a significant hardship to a person who was harmed by the teacher.

*The brochure, **The Discipline Process**, sets out further details about the investigation and hearing process.*

*\* Throughout this brochure, the term teacher also includes principals, superintendents and assistant superintendents or any other individual who holds a certificate.*