

**Independent Schools' Annual Report:
School Psychology Services: 2009/2010
(to be submitted by January 14, 2011)**

Complaints

As outlined in the Deputy Ministers' letter of May 4, 2006, the Minister of Education requires an annual report from school boards and independent school authorities describing formal complaints that have been made during the 2009/2010 school year, regarding the practice of school psychology in the district/authority.

Complaints to be reported should be those raising concerns about the practice of school psychology (i.e. consent, administration of inappropriate instruments, disagreement with findings of the report, conflict of interest, breach of confidentiality) or other issues that might be violations of the code of conduct of either the College of Psychologists (the college) or the BC Association of School Psychologists (BCASP).

Complaints about the access to school psychologists (i.e. waiting lists) are **not** to be included. The name of the school psychologist should **not** be provided, since this information is for purposes of monitoring complaints, not data on persons about whom complaints were made.

For additional information, please contact Bill Standeven by phone (250-356-7767) or by e-mail (Bill.Standeven@gov.bc.ca).

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| Independent School Authority | |
| Contact Person | |
| Date submitted | |
| Number of Complaints | <i>(if there have been no complaints, please indicate NIL)</i> |
| Please complete the following for each formal complaint (copy as necessary) | |
| Date of Complaint | |
| Membership of the School Psychologist involved in complaint <i>(please check box)</i> | <input type="checkbox"/> College <input type="checkbox"/> BCASP <input type="checkbox"/> None |
| Nature of Complaint | |
| Steps to Resolve Complaint | |
| Outcome | |

Please fax the information on complaints using this form by January 14, 2011, to:

Bill Standeven, Manager, Diversity and Equity
 Governance and Accountability Division
 Ministry of Education
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 Fax: 250.356.6161
 E-mail: Bill.Standeven@gov.bc.ca