



**POLICY NUMBER:** APP.FBC.B.4

**APPROVAL DATE:**  
November 4, 1991

**LAST REVISED:**  
May 3, 2004

### THE RESOLUTION OF A COMPLAINT

**The Internal Complaint:** The individual who initiates the complaint is an employee of the Wellington Catholic District School Board. The nature of this complaint may express criticism or dissatisfaction with the actions or methods of a fellow employee.

- The employee filing the complaint must first inform his/her fellow employee, either verbally or in writing, of the nature of the complaint.
  
- Should the complaint not be resolved to the satisfaction of both employees;
  - a) The procedures outlined in the current collective agreement will be adhered to, if allowable
  - b) The unresolved complaint will be directed through appropriate channels as established by the Organizational Chart of the Board
  
- Should the complainant and the employee whose methods and actions are being criticized both be members of the branch affiliate or of another branch affiliate, the complainant must strictly adhere to the requirements of the Teaching Profession Act
  
- Should the complainant, in his or her role as a parent, file a complaint about the methods or actions of a fellow employee the complaint will be viewed as an external complaint and will be resolved accordingly.

### The External Complaint: Levels Defined

#### Level 1

Another Employee:

An employee of the Wellington Catholic District School Board receives a complaint about another employee of the Board.

#### Level 2

The Employee:

An employee of the Wellington Catholic District School Board has received a complaint or criticism about his or her actions or methods.

#### Level 3

The Supervisor:

The supervisor refers to the individual that the employee reports directly to. A teacher would report directly to the principal whereas a maintenance employee would report directly to the Supervisor of Maintenance.

#### Level 4

The Supervisory Officer:

The Director of Education and the superintendents so appointed by the Board and confirmed by the Minister of Education are deemed to be Supervisory Officers.

**The External Complaint:** *The individual who initiates the complaint is not an employee of the Wellington Catholic District School Board. The nature of this complaint may express criticism or dissatisfaction with the actions or methods of an employee. The same procedure will be employed when responding to complaints regarding policies, procedures, and programs of a school or the school system.*

Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
<b>When A Complaint is Received By:</b>					
<b>Another Employee</b>	<b>The Employee</b>	<b>The Supervisor</b>	<b>The Supervisory Officer</b>	<b>Policy Committee</b>	<b>Board of Trustees</b>
1. Upon receipt of the complaint, instruct the complainant to communicate the complaint to the employee whose actions or methods are being criticized.	1. Resolve the complaint. 2. If no resolution is reached, the employee will inform the immediate supervisor. 3. The employee will provide the supervisor with a completed copy of the complaint form	1. Upon receipt of a complaint, the supervisory officer may record information regarding the complaint. 2. The supervisor will inform the employee of the nature of the complaint forthwith. 3. The supervisor will decide the steps required to resolve the complaint. This shall include a meeting with the complainant.	1. Upon receipt of a complaint, the supervisory officer may record information regarding the complaint. 2. The supervisory officer will inform the supervisor of the nature of the complaint. 3. The supervisor of the employee shall deal with the complaint. 4. Failing resolution, the supervisory officer, upon notification will decide the steps required to resolve the complaint. This may include a meeting with the complainant, the employee and the supervisor. 4. The resolution shall be recorded on the complaint form.	1. A complaint failing resolution at the supervisory officer level shall be forwarded by the Director to the Policy Committee of the Board.	1. A complaint failing resolution at the Policy Committee level shall be forwarded to the Board.

