



<b>SECTION:</b>	<b>Foundations and Basic Commitments</b>	<b>APPROVAL DATE:</b>
<b>SUBSECTION:</b>	<b>The Dignity of Person</b>	<b>November 4, 1991</b>
<b>POLICY NAME:</b>	<b>Complaints Resolution</b>	<b>LAST REVISED:</b>
<b>POLICY NUMBER:</b>	<b>R.FBC.B.4</b>	<b>May 3, 2004</b>

1. COMPLAINTS

1.1 A complaint is defined as any oral or written communication by:

\* parent of a student

or

\* an employee of the Board

or

\* any other person who is not an employee of the Board, expressing dissatisfaction with, or criticism of the actions or methods of an employee of the school system or with policies, procedures, or programs of a school or of the school system.

1.2 All complaints will be received and handled with courtesy, diplomacy, promptness and clear communications.

1.3 Wherever possible, complaints are to be dealt with at the school level as provided for hereunder.

1.4 Details of the complaint will be accurately recorded on the form provided for this purpose and a note of such complaint shall include names, dates, particulars of interviews, phone calls and meetings, nature and circumstances of complaints, action and decisions taken and disposition or resolution of complaints. Records of complaints shall be retained at least until the end of the school year in which the complaint was received.

1.5 The principal shall maintain a special complaint file into which shall be placed at his/her discretion a record of complaints received by him/her and their resolution. This file shall remain in the school at all times.

1.6 When deemed warranted by the recipient of a complaint or by the immediate supervisor of the recipient of a complaint, the complainant may be requested to submit the complaint in writing, with a description of the nature of the complaint, including pertinent details related to the complaint. However, failure of the complainant to comply with such a request does not exempt the employee or immediate supervisor from the responsibility of processing the complaint in accordance with the requirements of this policy.

1.7 In the interest of fairness, honesty and integrity, it shall be a rule not to accept or act on anonymous complaints.

2. PROCEDURE TO BE FOLLOWED IN RESPECT OF COMPLAINTS EXPRESSING DISSATISFACTION WITH OR CRITICISM OF THE ACTIONS OR METHODS OF AN EMPLOYEE OF THE SCHOOL SYSTEM

2.1 Generally, complaints received directly by an employee (eg. teacher, custodian) shall be dealt with by that employee.

- 2.2 In the event a complaint is received directly by an employee concerning the actions or methods of that employee to whom the complaint was communicated and in the further event the complaint is resolved to the satisfaction of the complainant, no further action need to taken by such employee.
- 2.3 In the event a complaint is made to an employee concerning the actions or methods of another employee, the employee to whom the complaint is originally made will immediately instruct the complainant to communicate the complaint to the employee whose actions or methods are being criticized.
- 2.4 In the event a complaint is not resolved to the satisfaction of the complainant, the employee whose actions or methods are being criticized shall immediately inform his immediate supervisor of the complaint and at the same time will give his/her immediate supervisor a copy of the completed complaint form.
- 2.5 In the event a complaint expressing dissatisfaction with or criticism of the actions or methods of an employee is initially received by the immediate supervisor of such employee, the immediate supervisor will at his/her discretion make a record of the complaint and then will make the employee (against whom the complaint is made) fully aware of the nature of the complaint as soon as practicable.
- 2.6 In the event a complaint concerning the actions or methods of an employee reaches the immediate supervisor, the immediate supervisor will decide what steps should be taken to resolve the complaint, which shall include a meeting with the complainant.
- 2.7 In the event a complaint concerning the actions or methods of an employee, which reaches the immediate supervisor, is resolved to the satisfaction of the complainant, no further action needs to taken by the immediate supervisor. The resolution will be recorded on the complaint form.
- 2.8 In the event a complaint referred to in paragraph 2.7 above is not resolved to the satisfaction of the complainant, the immediate supervisor shall inform his or her respective Superintendent of the matter.
- 2.9 In the event a supervisory officer initially receives a complaint expressing dissatisfaction with, or criticism of the actions or methods of an employee, such supervisory officer at his/her discretion will make a record of the complaint and shall make the immediate supervisor of the employee involved fully aware of the complaint and that supervisor shall deal with the complaint as described in paragraphs 2.6 - 2.8.
- 2.10 Failing resolution at the supervisor level, 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. The resolution shall be recorded on the complaint form.
3. PROCEDURE TO BE FOLLOWED IN RESPECT OF COMPLAINTS EXPRESSING DISSATISFACTION WITH OR CRITICISM OF, POLICIES, PROCEDURES, PROGRAMS OF A SCHOOL OR OF THE SCHOOL SYSTEM
- 3.1 Complaints expressing dissatisfaction with, or criticism of policies, procedures, programs of a school or from the school system shall be dealt with in accordance with the provisions of section 2.0 above.
- 3.2 Employees are encouraged to inform their immediate supervisor of all complaints expressing dissatisfaction with, or criticism of policies, procedures, programs of a school or of the school system.
4. PROCEDURE TO BE FOLLOWED IN RESPECT OF COMPLAINTS BY ONE EMPLOYEE WITH RESPECT TO A FELLOW EMPLOYEE EXCEPT WHERE THE COMPLAINANT IS ACTING THE ROLE OF PARENT IN THE INTEREST OF HIS/HER CHILD(REN)
- 4.1 In the event a complaint is made by one employee concerning the actions or methods of a fellow employee, the employee filing the complaint is to first inform his/her fellow employee directly, either verbally or in writing about the nature of the complaint.
- 4.2 In the event a complaint is not resolved to the satisfaction of the complainant or the person against whom the complaint is made, either individual shall proceed with the matter in

accordance with procedures outlined in their current collective agreement, if allowable, or through the appropriate channels as established by the Board's Organizational Chart.

- 4.3 In the event a complaint is made by one member of a Branch Affiliate, concerning the actions or methods of a fellow member of the Branch Affiliate or of another Branch Affiliate, the complainant must strictly adhere to the requirements of the Teaching Profession Act.

5. FINAL RESOLUTION OF COMPLAINTS

5.1 In the event that a complaint from any of the three sources is not resolved at the supervisory officer level, the Director shall review the complaint and efforts at resolution. If in the opinion of the Director, the complaint is not frivolous by nature and remains without resolution the Director shall then direct the complaint to the Policy Committee of the Board of Trustees.

5.2 In the event of no resolution at this level, the Policy Committee shall direct the complaint to the Board of Trustees.

6. TIMING

Complaints dealt with at any level from the personal to that of supervisory officer must be acted upon within two working weeks from the date of completion of the Complaint Form. Complaints directed toward the Policy Committee or the Board of Trustees must be acted upon by the next scheduled meeting of either of these groups.



Wellington Catholic  
District School Board

## Complaint Form

COMPLAINANT \_\_\_\_\_ DATE \_\_\_\_\_

NATURE OF THE COMPLAINT

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NAME OF PERSON, POLICY OR PROGRAM TO WHICH COMPLAINT IS ADDRESSED

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ACTION CONCERNING THE COMPLAINT

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Wellington Catholic  
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## Status of the Complaint

Resolved

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DATE

SIGNATURE

Unfounded

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DATE

SIGNATURE

Forwarded to the  
Attention of

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DATE

SIGNATURE

*Information Recorded on this Form is Collected Within the Authority of the Education Act. Users of this information will be \_\_\_\_\_. The Personal Information contained here Will Be Used Only in the Complaint Resolution Process. It Will Be Destroyed After 1 Year.*