

ADMINISTRATIVE PROCEDURES

SECTION:	100 – BUSINESS PROCEDURES	CODE:	AP 151
PROCEDURE:	MEDIATION OF A COMPLAINT OR GRIEVANCE		

BACKGROUND

To ensure fairness and equity for all who are part of Christ the Teacher Catholic Schools it is recognized that the division must develop procedures for the investigation, adjudication and resolution of complaints and grievances, and that the process used must be careful and just.

In the interests of open communication, inquiries shall first be directed to employees most directly involved in the operations in question. If the parent or member of the public is not satisfied with the response at that level, he/she is encouraged to follow the lines of authority as appropriate. The following administrative procedure may assist persons seeking to make inquiries that relate to program, classroom instruction or other school-related issues. The normal sequence of communication shall be: staff member, Principal, Director, Board and the Minister of Education.

PROCEDURES

1. Complaints regarding the operation of the school, or the treatment of a student may be made by:
 - 1.1. A parent or guardian acting on behalf of a student.
 - 1.2. A student who is sixteen years of age or older, and is living independently.
 - 1.3. A student who is eighteen years of age or older.
2. Complaints are to be addressed in a timely and appropriate manner.
3. Complaints, the process by which they were addressed, and the results of the process will be documented and kept on file.
4. If the complaint involves a specific teacher, the person making the complaint should first attempt to make the concern known to the teacher and resolve it informally.
5. If the complaint cannot be resolved by the complainant and the teacher, the principal is to be contacted and brought into the process. If the matter is not resolved, it shall be referred to the Principal. It is expected that most issues will be successfully resolved at this level.
6. If the complaint cannot be resolved with the help of the principal, the Superintendent of Education is to be informed.

7. Complaints that cannot be resolved with the help of the Superintendent of Education will be referred to the Director.
8. If the complaint cannot be resolved with the help of the Director, the complainant may make a written complaint to the Board of Education.
9. Complaints made against the principal should be made first to the principal, and if there is no resolution, directed first to the Superintendent of Education and then to the Director.
10. Complaints against a Superintendent should be made first to the Superintendent, and if there is no resolution, then to the Director.
11. Complaints against the Director should be made first to the Director, and then to the Board.
12. If a complaint is elevated to the Board, the Board will decide on the process that will be used to investigate. Following the investigation, the decision of the Board will be final.

Reference: Sections 85, 87, 108, 109, 148, 151, 175 Education Act

Date Issued: November 21, 2007

Date Revised: May 27, 2013