



Northeastern Catholic District School Board

RESOLUTION OF COMPLAINTS

Administrative Procedure Number: APP027

POLICY STATEMENT

The Northeastern Catholic District School Board (NCDSB) recognizes the two-fold need of effective communications and of a process for dealing with complaints which will foster protection, understanding and equity to all parties concerned. To this end, the NCDSB supports a fair approach to the resolution of complaints in accordance with our Catholic values.

REFERENCES

NCDSB Policy P-16 Resolution of Complaints

DEFINITIONS

Complaint

Any oral or written communication by a parent/guardian of a student, a student of 18 years or older, 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.

External Complainant

The individual who initiates the complaint is not an employee of the Northeastern Catholic District School Board.

Note: should an employee of the NCDSB, in his/her role as parent, file a complaint about a fellow employee, the complaint will be viewed as an external complaint and will be resolved accordingly.

Internal Complainant

An individual who initiates the complaint is an employee of the Northeastern Catholic District School Board.

1.0 GENERAL INFORMATION

- 1.1 Generally, complaints will be received and addressed by the immediate site supervisor.
- 1.2 No employee shall receive or deal with a complaint relating to a fellow employee or colleague.
- 1.3 A formal complaint will be received in writing.

2.0 RESOLUTION PROCESS

- 2.1 The immediate supervisor will receive the complaint and conduct an investigation accordingly. This includes, but is not limited to:

- i) Seek clarifying information from parties;
- ii) Discuss issues with Superintendent of Education;
- iii) Consider evidence and assess complaint;
- iv) Deem the complaint as resolved, dismissed, or required to be forwarded to next level of supervision;
- v) Note decision on complaint form;
- vi) Communicate outcome with affected parties;
- vii) Once resolved, file completed form in the originating department and keep for one year after the date of resolution.

2.2 When an employee submits complaint against another 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:

- i) The procedures outlined in the current collective agreement will be adhered to, if allowable;
- ii) The unresolved complaint will be directed through the appropriate channels as established by the organizational chart of the NCDSB.

2.3 Clear, open communication is expected throughout the process.

2.4 Documentation strategies will be used to keep a record of facts and events throughout the process.

3.0 FINAL RESOLUTION OF COMPLAINTS

3.1 If either party is dissatisfied with the outcome of the complaint, the matter may be referred to the next supervisor within the organizational chart of the NCDSB.

3.2 In the event that a complaint at any level of the organization is not resolved, the Director of Education shall review the complaint and process used for resolution. If the complaint is deemed not frivolous by nature and remains without resolution, the Director of Education shall make the final decision.

4.0 TIMING

4.1 Complaints shall be dealt with as expeditiously as possible.

Director of Education: *Tricia Stefanie Weltz*

Date: March 2019