



# Northeastern Catholic District School Board

## RESOLUTION OF COMPLAINTS

**Policy Number: P-16**

**Authority: 01-162/12-172/16-156/19-45/  
22-102**

### POLICY STATEMENT

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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

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NCDSB Administrative Procedure  
APP016 Resolution of Complaints

### DEFINITIONS

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#### **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.

### POLICY REGULATIONS

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- 1.0 Wherever possible, complaints are to be dealt with at the school level.
- 2.0 All complaints will be received and handled with courtesy, diplomacy, promptness and clear communication.
- 3.0 In the interest of fairness, honesty and integrity, it shall be a rule not to accept or act on anonymous complaints.
- 4.0 The provisions of this policy and attendant procedures shall not apply to complaints of Workplace Harassment.
- 5.0 Administrative procedures will provide specific detail to the processes used in the resolution of complaints.