

POLICY: <u>DISPOSITION OF COMPLAINTS</u>	#	902
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APPROVAL/REVISION DATE: <u>November 16, 2020</u>	EFFECTIVE DATE: <u>November 17, 2020</u>	REVIEW DATE: <u>November 17, 2025</u>
CROSS REFERENCE:	Recording and Disposition of Complaints Form Policy 511 - Electronic Social Media Policy 703 - School Code of Conduct Policy 710 - Student Relations and Discipline Policy 820 - Workplace Harassment Policy 821 - Board Personnel Code of Conduct	

A: **POLICY**

1. 1.1 The Board of Trustees recognizes the need for effective communications and a process for dealing with complaints that will foster protection and equity to all parties concerned.
- 1.2 To this end, the Board of Trustees supports a common approach to the disposition of complaints in this system, in accordance with the Municipal Freedom of Information and Protection of Privacy Act and the procedures and guidelines that are to be maintained and administered by the Director of Education.

B: **GUIDELINES**

2. **Definition of a Complaint**

- 2.1 A complaint is defined as any oral, written or electronic communication by an adult who is not an employee of this school system, expressing dissatisfaction with, or criticism of the actions or methods of, an employee of the school system or with policies, procedures, programs of a school or of the school system.

3. **General**

- 3.1 It shall be a general practice not to accept or respond to anonymous complaints.
 - 3.1.1 Complaints that are not totally anonymous, like a letter that has typed names as signatories, are to be given enough attention as to determine whether a response is warranted and action needed.
 - 3.1.2 Complaint emails that have no identifiable name, yet have an address should be responded to in the following ways: *"In order to proceed with your complaint, the Board requires that you identify yourself."*
- 3.2 Wherever possible, complaints are dealt with at the school level.
- 3.3 All complaints will be received and handled with courtesy, diplomacy, promptness and clear communications.
- 3.4 Complaints received through Social Media posts or direct messages will be managed by the Senior Team.
- 3.5 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

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immediate supervisor from the responsibility of processing the complaint in accordance with the requirements of this policy.

- 3.6 When required, details of the complaint will be accurately recorded on the prescribed form and shall include such information as names, dates, particulars of interviews, telephone calls and meetings, action and decisions taken, and action regarding disposition or resolution. Records of complaints shall be administered in accordance with Record Management and Freedom of Information guidelines.
 - 3.7 The principal may maintain a special complaint file into which shall be placed a record of complaints received and their disposition. This file shall remain in the school at all times and shall be retained in accordance with established retention schedules. In the case of a serious or potentially serious complaint, a copy shall be sent to the appropriate superintendent.
 - 3.8 A special complaint file shall be maintained at the Catholic Education Centre by the appropriate Supervisory Officer for retention and possible future reference. In the case of a serious or potentially serious complaint, a copy shall also be sent to the Director of Education.
4. 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
- 4.1 Generally, complaints received directly by an employee shall be dealt with by that employee.
 - 4.2 Where the employee is able to resolve the issue to the satisfaction of the complainant, no further action is required.
 - 4.3 If the complaint is not resolved to the satisfaction of the complainant, the employee shall immediately inform his/her immediate supervisor of the complaint and provide any documentation requested by their immediate supervisor.
 - 4.4 In the event a complaint is received by an employee concerning the actions or methods used by another employee, the former will immediately instruct the complainant to communicate the complaint to the employee whose actions or methods are being criticized.
 - 4.5 Where circumstances and sensitivities advise against the complainant dealing directly with the employee concerned, the complaint may be dealt with by the employee's immediate supervisor.
 - 4.6 Where a supervisor receives a complaint regarding an employee, the supervisor shall, at his/her discretion, make a record of the complaint and will, as soon as practical, inform the employee of the nature of the complaint and recommend steps that should be taken to resolve it.

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- 4.7 Where a complaint referred to in Clause 4.6 is not resolved to the satisfaction of the complainant, the appropriate supervisory officer will be informed of the issue and he/she will advise what additional steps should be taken to resolve the complaint.
- 4.8 Where a supervisory officer initially receives a complaint about an employee, the supervisory officer will, at his/her discretion, make a record of the complaint, inform the employee's supervisory officer or immediate supervisor of the nature of the complaint, and decide who will deal with the complaint.
5. 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
- 5.1 Complaints expressing dissatisfaction with, or criticism of policies, procedures, programs of a school or of the school system shall be dealt with in accordance with the provisions of Section 4 above.
- 5.2 Employees are expected 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.
6. Procedure to be Followed in Respect of Complaints Received by Trustees or Where a Trustee is the Complainant
- 6.1 A trustee who is the recipient of a complaint, or who in the role of trustee, is the complainant, will be governed by procedures outlined in the Board Procedural By-law, sections 7.5.4 – 7.5.9
- 6.2 Where a trustee is the complainant while acting in the role of parent, the trustee shall follow procedures outlined in this policy.