



## **DISPOSITION OF COMPLAINTS**

**POLICY #: B-19**

**AUTHORITY: 01-162/12-172**

The Northeastern Catholic District School Board recognizes the two-fold need of effective communications and of a process for dealing with complaints which will foster protection, understanding and fair play to all parties concerned. To this end, the Board supports the common approach to the resolution of complaints in this system, in accordance with procedures and regulations which are to be maintained and administered by the Director of Education, to ensure that the intent of this policy is implemented.

### **1. Complaints**

1.1 A complaint is defined as any oral or written communication by a: 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 programmes 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 immediate supervisor 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 place of employment.

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.