



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

The Northeastern Catholic District School Board (NCDSB) is committed to open, respectful communication and a fair, transparent process for resolving complaints. Recognizing the importance of addressing concerns in a manner that promotes fairness and understanding, the NCDSB supports a clear and consistent process for resolving complaints. Guided by our Catholic values, this process ensures that all individuals are treated with dignity, equity, and compassion throughout the resolution journey.

REFERENCES

NCDSB Administrative Procedure
APP016 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.

POLICY REGULATIONS

- 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 for the resolution of complaints will be reviewed and updated as required.