



KENORA CATHOLIC DISTRICT SCHOOL BOARD

100 General Administration Procedures

AP 109: Disposition of Complaints

The director of education recognizes the need for a common effective process for dealing with complaints which will foster protection and equity for all parties concerned.

1. Definition of a Complaint

A complaint is defined as any oral or written communication by an individual expressing dissatisfaction with, or criticism of the actions or methods of an employee of the school system or with policies, procedures, or programs of the school system.

2. General

- 2.1 It shall be a general practice not to accept or respond to anonymous complaints.
- 2.2 Wherever possible, complaints are to be dealt with at the school level.
- 2.3 All complaints will be received and handled with courtesy, diplomacy, promptness and with clear communications.
- 2.4 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 procedure.
- 2.5 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 *Freedom of Information and Protection of Privacy* legislation and procedures.

- 2.6** The principal shall maintain a 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 for a period of 5 years. In case of a serious or potentially serious complaint, a copy shall be sent to the director of education.
- 2.7** A separate complaint file shall be maintained at the Catholic Education Centre by the director of education for retention and possible future reference.

3. Procedure to be Followed in Respect of Complaints

- 3.1** Generally, complaints received directly by an employee shall be dealt with by that employee.
- 3.2** Where the employee is able to resolve the issue to the satisfaction of the complainant, no further action is required.
- 3.3** 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 a copy of the completed complaint form.
- 3.4** 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.
- 3.5** 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. (i.e. Principal, Superintendent of Instructional Services, Superintendent of Administrative Services, Manager of Operational Services, Director of Education)
- 3.6** Where a supervisor receives a complaint regarding an employee, the supervisor shall 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.
- 3.7** Where a complaint referred to in paragraph 3.6 is not resolved to the satisfaction of the complainant, the Director of Education will be informed of the issue and he/she will advise what additional steps should be taken to resolve the complaint.

- 3.8** Where the director of education initially receives a complaint about an employee, the director of education shall make a record of the complaint, inform the employee's immediate supervisor of the nature of the complaint, and decide who will deal with the complaint.

Form associated with this procedure:

039 – Recording and Disposition of Complaints

Legal References:

Regulation 298 S 11 (1) (b) Principal: Management of the School

S 11 (3) (o) Principal: Close co-operation

Municipal Freedom of Information and Protection of Privacy Act

Effective Date: November, 1996

Latest Review Date: November, 2009, August 23, 2011