



# Huron-Superior Catholic

## DISTRICT SCHOOL BOARD

### PROCEDURAL GUIDELINES PROCESSING OF COMPLAINTS

1. All complaints received by trustees or administration REGARDING THE OPERATION, ORGANIZATION AND MANAGEMENT OF THE SCHOOLS must be directed first to the teacher and/or principal of the school involved for appropriate action. A complaint will not be considered unless the complainant provides his/her name.
2. If the teacher and/or principal is unable to answer the complaint in a manner satisfactory to the complainant, the principal and/or complainant shall refer the complaint in writing to the appropriate superintendent for attention.
3. If the superintendent is unable to satisfy the complainant, the superintendent and/or the complainant shall refer the complaint, in writing, to the director. The director may in turn refer the complaint to the Board.
4. Any complaints concerning any matter other than the operation, organization and management of the schools shall be forwarded, in writing, to the Secretary of the Board. The Secretary of the Board shall in turn refer the complaint to the Board.

### REQUEST FOR ANONYMITY:

Should a complainant request anonymity in respect to a complaint, such a request shall be forwarded to the director and the director shall consider the reasons for the request for anonymity by the complainant and may, in the appropriate circumstances, allow a complaint to be processed without the complainant's name being divulged. However, circumstances, acts, statutes, regulations, and/or legislation, such as the Education Act, the Municipal Freedom of Information and Protection of Privacy Act, or orders of a Court of Law may require that the complainant's name be divulged..



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### PROCESSING OF COMPLAINTS

#### OPERATION, ORGANIZATION AND MANAGEMENT OF THE SCHOOLS

##### SCHOOL RELATED COMPLAINTS: COMPLAINTS:

##### NON-SCHOOL RELATED

