



Huron-Superior Catholic

DISTRICT SCHOOL BOARD

PROCEDURAL GUIDELINES PROCESSING OF COMPLAINTS

Every day, parents, caregivers, volunteers, teachers and support staff at the Huron-Superior Catholic District School Board work together to provide the best education possible for all students.

To work together effectively, the relationship between home, school and church must be strong. This relationship can be strengthened through open, receptive and honest communication.

From time to time, there may be a misunderstanding, a lack of communication, or a serious situation that needs attention. When this happens, everyone must work together to resolve the matter.

Complaints regarding the operation, organization and management of the schools should follow the process below:

1. All complaints received by trustees or administration regarding the operation, organization and management of 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. If the Principal is contacted, and the teacher has not already been provided the opportunity to address the complaint, the principal should ensure that this step takes place.
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.

4. If the director is unable to bring about a satisfactory resolution, the director may in turn refer the complaint to the Board.

5. 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.

*A summary of the above steps is provided in the attached flowchart.

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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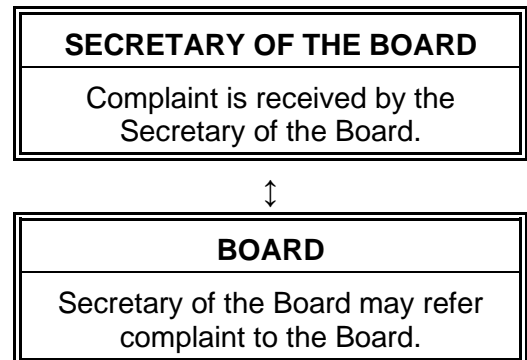
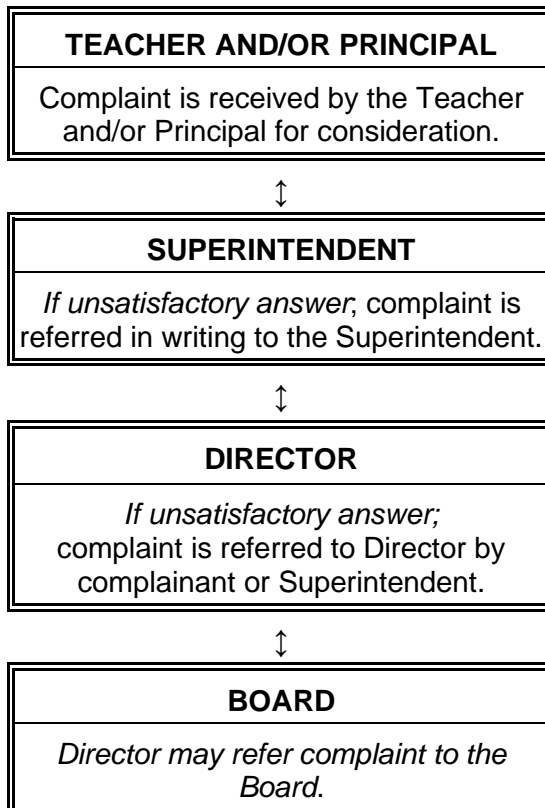
DISTRICT SCHOOL BOARD

PROCESSING OF COMPLAINTS

OPERATION, ORGANIZATION AND MANAGEMENT OF THE SCHOOLS

SCHOOL RELATED COMPLAINTS: COMPLAINTS:

NON-SCHOOL RELATED



It should be noted that in the Huron-Superior Catholic District School Board, the Director of Education also serves as the Secretary of the Board.