



Regina Roman Catholic Separate School Division # 81

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| School, Community, and Home Relations 11110 Parent and Catholic School Community Council Complaints | Administrative Application | |
| | Effective: | January 27, 2015 |
| | References: | ER-1 Treatment of Students and Parents/Guardians ER-2 Treatment of Staff and Volunteers |
| | Status: | Operational |

Preamble

The Board endeavours to provide an efficient, amicable, and fair method of resolving parent and/or **Catholic School Community Council** complaints.

Application

Subject to the Act, related Board policy and this administrative application, individual parent and **Catholic School Community Council** complaints shall be resolved as close to the source of concern as possible.

1. Concerns or Complaints by Individual Parents

Individual parents should process concerns or complaints by approaching the following persons in order:

- a. The person in authority closest to the source of concern or complaint,
- b. The principal (if the concern or complaint is school-based),
- c. The designated senior administrator,
- d. The Director,
- e. The Board, in compliance with Administrative Application 2600 – Delegations to the Board.

2. Concerns or Complaints by Catholic School Community Councils

Catholic School Community Councils should process concerns or complaints by approaching the following persons in order:

- a. The principal,
- b. The designated senior administrator,
- c. The Director,
- d. The Board, in compliance with Administrative Application 2600 – Delegations to the Board.



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3. In the event that an individual parent seeks a solution to a grievance or complaint that contradicts the position of the **Catholic School Community Council**, the view of the council, if it is in keeping with the mission and vision the school division, will prevail.
4. Staff shall attempt to employ effective conflict resolution strategies when responding to parent or **Catholic School Community Council** complaints.