



# Regina Roman Catholic Separate School Division # 81

<b>Pupils 9200 Pupil Complaints and Grievances</b>	<b>Administrative Application</b>	
	<b>Effective:</b>	January 27, 2015
	<b>References:</b>	The Education Act, 1995, Sec. 148 ER-1 Treatment of Students and Parents/Guardians ER-2 Treatment of Staff and Volunteers
	<b>Status:</b>	Operational

## Preamble

The Board endeavours to provide an efficient, amicable, and fair method of resolving pupil complaints and grievances.

## Application

Subject to related Board policy and administrative applications, *The Education Act*, and regulations pursuant to this application, pupil complaints and grievances shall be resolved as close to the source of concern as possible. The Board expects all staff members to conduct themselves in such a manner to protect the individual rights of all pupils.

1. A pupil should discuss complaints or grievances with the classroom teacher, principal, or parent, depending on the age of the pupil and the nature of the complaint or grievance.
2. If the complaint or grievance is initially discussed with the teacher or principal and is not resolved at that level, a pupil should discuss the complaint or grievance with the pupil's parent/guardian.
3. The parent and the pupil should discuss the original complaint or grievance with the teacher or principal, depending on the nature of the complaint or grievance, in a timely manner, and as close to the incident/cause for complaint as possible.
4. The principal and/or teacher shall make such an investigation as deemed necessary, and in consultation with the parent and pupil, arrive at such a decision as appears to be proper under the circumstances to resolve the complaint or grievance.
5. If the pupil complaint or grievance is not successfully resolved at the school level, the original concern may be presented to the designated senior administrator.
6. The designated senior administrator shall make such an investigation as deemed necessary and, in consultation with the parent or pupil and the school, arrive at such a decision as appears to be proper under the circumstances to resolve the complaint or grievance.
7. If the pupil complaint or grievance is not successfully resolved at the designated senior administrator level, the original concern may be presented to the Director.
8. The Director shall make such an investigation as deemed necessary and, in consultation with the parent/pupil and all appropriate school division personnel, arrive at a decision as appears to be proper under the circumstances to determine a resolution to the complaint or grievance.