

School, Community, and Home Relations 11110 Complaint Resolution	Administrative Application	
	Last Reviewed / Approved on:	August 14, 2024
	References:	STF Statement of Policy and Bylaws – Part 6.5; STF Code of Ethics, Article 6; The Education Act 1995 – Section 148 Congregation for Catholic Education – Rome 1988 Administrative Application 2000 – Presentations to the Board Policy 12 – Role of the Director Policy 17 – Catholic Community School Councils
	Status:	Operational

### Preamble

The Regina Catholic School Division (RCSD) endeavours to provide an efficient, amicable and fair method of resolving complaints expressed by staff, students, parents and/or community member(s), including Catholic School Community Council (CSCC) members. Catholic Schools are an extension of family, and they are involved in a partnership with all stakeholders based on faith. RCSD wishes resolution to occur as close to the source of the issue as possible. It is the goal of RCSD to hear and address all complaints following just and careful procedures.

### Application

All complaints received from staff, parent(s), student(s), and community members shall be resolved in accordance with *the Education Act*, applicable Codes of Ethics, related Board policy, regulations pursuant to this application, and other Education agreements in effect. All complaints will be documented.

#### 1. Informal Resolution

Informal complaint resolution is a precursor to formal processes. At the informal complaint resolution stage, the following steps shall be followed in sequence until such time that resolution is achieved or, in the opinion of the complainant, formal resolution or an alternate resolution process is required.

Whenever possible, a complainant should address the person(s) who they have a complaint with directly. This is not always possible for a variety of reasons. In the event that this isn't possible, then the complainant should speak to the person who they have a complaint about, immediate supervisor. If the complaint is against someone who does not have an immediate supervisor (student, parents and/or community member) in the RCSD, then the complainant should speak the principal.

##### a. Source of Complaint

The complainant shall, in keeping with all processes outlined in this application, address the complaint with the person or persons at the source of the issue.

If an informal resolution is not reached following 1 (a), the complainant should contact the Principal of the School or Immediate Supervisor of the Department where the complaint is being filed.

b. Principal or Immediate Supervisor

If informal resolution is not achieved in 1 (a), and there is a valid reason this cannot be addressed directly with the source, the complainant shall, in keeping with all professional obligations, tender the complaint with the school principal or an immediate supervisor. The principal or immediate supervisor shall attempt to resolve the conflict, following these steps.

- i. The complainant should inform the principal about the incident and formulate a plan of action. The incident should not be ignored and records of all such events should be kept.
- ii. In the case of a teacher, that teacher should invite the complainant to meet to discuss the issues or the precipitating incident and the reaction of the parent.
- iii. The severity of the precipitating incident may be such that it will be necessary that the school administrator be present at the initial meeting. The teacher should keep the principal informed of the situation.
- iv. Subsequent to the scheduled complainant meeting and when it has been determined that no resolution is possible between the parent and the teacher, or a subsequent second incident of inappropriate behaviour occurs on the part of complainant, the teacher should inform the principal as soon as possible.
- v. The principal will then invite the complainant to meet with the teacher and the principal in a further attempt to resolve the issue and restore quality parent-teacher communication. Appropriate mediation and/or conflict resolution strategies may be used. The principal may call the complainant to schedule the meeting followed by a letter confirming the meeting time and the agenda.
- vi. Upon resolution, the principal should confirm in writing the resolution of the issues and plans of action. A regularly scheduled review of the agreement may be set in order to assure follow-up and to enhance positive communication.
- vii. Should the complainant exhibit any verbally abusive or threatening actions, the principal may inform the complainant by letter that future communication with the staff member is through the school administration. The principal's letter would invite the parent to further dialogue with the school administration and teacher at a pre-scheduled time. The principal should inform the designated senior administrator of the details of the situation.

- viii. Should the complainant contact the designated senior administrator, they will attempt to direct the complainant to a school-based solution. If necessary, the designated senior administrator will facilitate communication between the principal, teacher and complainant.
  - ix. At no time should the CSCC be directly involved with the complainant or resolution processes arising from that conflict.
- c. Designated Superintendent  
If informal resolution is not achieved in 1(b), the complainant shall, in keeping with all professional obligations, tender the original complaint with the designated Superintendent responsible for the employee workplace.

If a resolution cannot be reached following the informal process, the complainant shall follow the formal process outlined below.

## **2. Formal Review**

Formal review may be sought in situations where, in the opinion of the complainant, the process of informal resolution has failed to achieve a solution in relation to the original complaint. At the formal review stage, the following steps shall be followed in sequence until such time that resolution is achieved, all processes have been exhausted or, in the opinion of the complainant, an alternate resolution process is required.

- a. Director of Education  
If informal resolution is not achieved, the complainant shall, in keeping with all professional obligations, tender the original complaint with the Director of Education. After hearing the complainant's concerns the Director of Education shall work to resolve the complaint. The Director shall establish a committee to address the complaint. The committee shall be comprised of the Director, and a superintendent not previously involved with the informal resolution of the complaint under consideration.
- b. Personnel Complaint Review Committee  
This committee shall review the formal complaint tendered in 2(a).
- c. Summary  
The review committee shall forward a summary of the review in 2(b) to the Board.

The Formal Review process will consist of an investigation prior to any further resolution meetings and/or plans. The Personnel Complaint Review Committee will appoint a member of the Executive Council not previously or currently involved in the complaint process

## **3. Alternate Resolution Procedures**

At any point a complainant may opt for alternative resolution processes where such processes exist in law, Board policy, or contract. When a complainant seeks redress through alternative processes, no further attempts at resolution in relation to this administrative application will be undertaken in deference for the alternative chosen by the complainant.