

Fort McMurray Catholic Schools Operating Policies and Procedures

OP 135 - Public Concerns and Complaints

Policy

Public complaints and concerns should be presented to and addressed by the people closest to the problem.

Procedures:

1. District employees shall advise a person(s) with questions or concerns with the school system of the following procedures:
 - 1.1 Matters concerning an individual student, a teacher, or other employee should first be addressed to the teacher or employee;
 - 1.2 Matters or issues concerning individual schools should be directed to the principal or immediate supervisor;
 - 1.3 Unsettled matters or problems and questions concerning the District should be directed to the Superintendent; and
 - 1.4 If the matter cannot be settled satisfactorily by the Superintendent, it should be brought to the Board pursuant to the Appeals Policy
2. Persons wishing to make, or raise, a complaint should be encouraged by staff members to place the complaint in writing.
3. Employees shall handle complaints in the following manner:
 - 3.1 The matter should be dealt with as near the source as possible;
 - 3.2 Complaints should be dealt with courteously and in a constructive manner; and
 - 3.3 Staff members against whom complaints are made should have an opportunity to respond.
4. The staff member and/or administrator dealing with a complaint shall keep a record file including the District Contact Sheet.

5. Complaints to Board members regarding the actions of any employee, or against any administrative regulation or Board policy which, in the judgement of the member hearing the complaint requires investigation, the matter shall be referred to the Superintendent for investigation and appropriate action.

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