

# COMPLAINTS POLICY

**NAG 3  
NO. 303**

## **Purpose**

To provide a system for resolving complaints and grievances against the school and any of its employees and trustees, in a speedy and fair manner to all parties concerned.

## **Guidelines**

All complaints must first be discussed directly with the employee or trustee involved. If this does not resolve the matter satisfactorily, then the following procedures should be followed:

1. *General Grievances*
  - a) A written complaint to the Principal. If still unresolved, then
  - b) A written complaint to the Board of Trustees Human Resources Committee
  
2. *Complaints against a staff member or the Principal*
  - a) Complaint discussed with the employee, with the Team Leader, Assistant Principal, Deputy Principal or Principal present. If still unresolved, then
  - b) Complaint in writing to the Board of Trustees Human Resources Committee.
  
3. *Complaint against the Board of Trustees*
  - a) Complaint in writing to the Board of Trustees Chairman.

All written complaints must be acknowledged by letter within five school days of receipt of the complaint. The Principal and Human Resources Committee are to meet (where possible) within five school days of the acknowledgment letter being sent.