



### Rationale

We recognize that in a Catholic school parents, students, teachers and support staff form an integral part of the Christian school community. From time to time issues may arise where members of the community may differ in their perspectives.

### Policy

All complaints must be dealt with in a timely manner. Each member of the community is expected to follow the appropriate complaint procedure as described below. All parties involved must maintain confidentiality with respect to all aspects of this procedure.

### Procedure

1. The persons directly involved must deal with the issue first.
2. If the issue cannot be resolved the matter must be brought to the attention of the Principal of the school.
3. The Principal will clarify the issue of disagreement and document all matters pertaining to the issue and its resolution.
4. The Principal will determine what policy/policies of the school or CISVA can be applied to resolve the issue. If necessary, the Principal may request assistance from advisors to help provide a resolution to the issue. Advisors might include the Pastor, Chairperson, or a representative from the Superintendent's Office.
5. The Principal, having made a judgment to resolve the issue, shall promptly notify both parties of the resolution in writing. In this written notification, the parties must be informed of the available appeal procedures.
6. If the Principal's resolution is not accepted, the matter may be appealed to the Education Committee. The appeal must be submitted in writing no more than seven days after the Principal's decision has been received.
7. Upon receiving the complaint, the Education Committee will form a subcommittee with authority to make a decision regarding the appeal. This committee must always include the school's Pastor/Archbishop Representative. The subcommittee will study the documentation and then call a meeting to hear presentations from the complainant and the Principal. Both parties will be in attendance and be given the opportunity to respond. ***The decision of the principal will be overturned only if school or CISVA policy was not followed.***
8. After this, the subcommittee shall, in camera, present its decision to the Education Committee. The Education Committee will ratify the decision and take the steps necessary to implement the decision. If the resolution requires disciplinary action, the Education Committee must consult with the Superintendent before implementing the recommended action. The Education Committee may reject the sub-committee's decision only if there is a serious flaw in the procedures of the appeal process. At that time, the Superintendent must be notified and a decision will be delayed until the Education Committee receives direction from the CISVA Board of Directors.
9. Within seven days of the meeting, the Education Committee shall notify the appellant and the Principal in writing of its decision.
10. When the complaint is about the Principal, the process should start at #1. However, if there is no resolution at the end of this, the process should skip to #6 and following. The Board of Directors may consider an appeal of the Education Committee's decision for reasons that the Board considers valid and appropriate. The Board of Directors reserves the right to resolve the issue through investigation or through the formation of an appeal committee. The appellant must prepare a written submission to the Board detailing the reasons. This submission must be delivered to the Superintendent's Office no later than fourteen days after the Education Committee's decision. ***The decision of the Education Committee will be overturned only if school or CISVA policy was not followed.***
11. If the decision of the Board of Directors is not acceptable, the appellant may request an Independent School Ombudsperson to review the appeal. The names and contact information of the current Independent School Ombudsperson shall be obtained from the Superintendent of CISVA.
12. The Superintendent shall communicate the procedure and scope of the Independent School Ombudsperson's review to the appellant.



13. The Superintendent shall communicate the outcome of the Independent School Ombudsperson's review to the appellant.
14. The Board of Directors will communicate its final decision to all parties involved.
15. Requests for extensions of the timelines mentioned in the policy, will, for valid reasons, ordinarily be approved.

<b>Reference:</b> CISVA Policy 302 – Complaints CISVA Policy 426 – Suspension and Expulsions	<b>Approved:</b> St. Joseph's Parish Education Committee
	<b>Date(s) Revised:</b> February 17, 2015