



Guideline	<b>COMPLAINT GUIDELINES</b>		
Implemented	2007	Updated	2023
Date Approved		Dates of Amendment	
Cross Reference	MCS Code of Professional Ethics, School Code of Conduct		

**GUIDELINE STATEMENT:**

The purpose of these guidelines is to provide a framework so that issues/concerns in our school community can be addressed in a professional manner. Acting as Jesus would want us to act should be the goal of all members of our Catholic school community – Pastor or President, Directors, Principal, Teachers, Support Staff, Parents, and Students. We should try to deal with differences of opinion and misunderstandings which are a normal part of human relationships in a manner that indicates to all observers that we are Christians.

**GUIDELINES:**

**Communication is the Key!**  
**Follow these steps if you have an issue or complaint  
 with a Support Staff Member, Teacher, or the Principal.**

*Step 1:* Meet with the person most directly involved first. This should be done in a manner that respects privacy and lets the person maintain their dignity. Direct person to person or verbal communication (phone) is preferred to written or electronic communication (email).

**The complainant should proceed in the following order:**

- a. Support Staff Member or Teacher
- b. Principal and Support Staff Member or Teacher
- c. Pastor or President, Principal, Support Staff Member or Teacher

Keep in mind that the goal of any conversation should be to obtain satisfactory resolution of the concerns raised. When satisfactory resolution of the concern is achieved, no further steps should be taken. Where there is no satisfactory resolution of your concerns you should meet with the people in the next level. A person should not bypass one level to reach higher authority without first exhausting the proper channels of communication.

*Step 2:* If the complaint or concern cannot be resolved, the Pastor or President of the school may then choose to involve the Board of Directors. The persons involved should be informed and given the opportunity for explanation and written response. A person who has proceeded through the process and has not received satisfactory resolution may also bring the complaint to the Board of Directors in writing, signed by the person or persons lodging the complaint. When a written complaint is received, the individual named should be notified, given a copy, and have the opportunity for explanation and written response.

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- a. If a group wishes to address the Board of Directors they should inform the Chair in advance so that if the purpose is to make a complaint against a Support Staff Member, Teacher, or Principal the Chair can inform them of the process as outlined in these guidelines.
  - b. The Principal, Pastor or President or the Board of Directors should not act on complaints until the complaints have been explored at the appropriate level. Complainants should be advised of the proper order of dealing with complaints and directed with whom to meet.
  - c. The exception to following the levels of communication is when a person has reasonable grounds for suspecting child abuse, in which case it needs to be reported to proper authorities according to legal requirements.
  - d. A person should have the right to know who is lodging a complaint against them. Anonymous complaints should not be addressed. Any written complaints that are not signed should be destroyed, except if it relates to child abuse, which may require further investigation.
  - e. At any point in the complaint process, the individual named should have the right to have a representative present.
  - f. The Board of Directors should hear all personnel matters in-camera.
  - g. The Principal, Pastor or President, and Directors should treat all information received as confidential.
  - h. No documents pertaining to a complaint should be entered into a personnel file of a Support Staff Member, Teacher, or Principal when the level of authority above that person concludes that such complaint was unfounded or that the concerns addressed in the complaint have been properly remedied. When documentation is entered into a personnel file, the person should be notified in writing and given the opportunity to enter a written response.
  - i. As individuals, Directors should not be involved directly in the complaint process except to advise complainants of the steps in these guidelines. They should not contact Support Staff Members, Teachers, or the Principal trying to resolve a complaint. They should not bring personal complaints or the complaints of others to the Board.

It is the responsibility of the Board of Directors to address concerns brought to its attention in a proper manner. The Board of Directors must be aware of the school mission, policy, guidelines, history, contracts, educational and professional standards, government directives and policy, civil legislation, labour law, human rights code, canon law, church teachings or any other relevant documents and policy that may affect the welfare of the school before a decision is made. The Board of Directors may also seek the advice of the Superintendent, Manitoba Education Independent Schools Liaison Officer, legal council, or other experts to assist in this process.

The purpose of these complaint guidelines is to foster communication so a positive learning environment for the children can be maintained in our school. It is not the intention of these guidelines to remove the responsibility of the principal to supervise and evaluate teachers and support staff or the board of director's responsibility to evaluate the principal on a regular basis. Privacy legislation must be respected at all times.