

SUPERIOR-GREENSTONE DISTRICT SCHOOL BOARD

Section BOARD AND ADMINISTRATION

Policy Name LINES OF COMMUNICATION REGARDING COMPLAINTS 207

Board Approved: March 12, 1999

Reviewed: March 21, 2006

Review Prior To: December 2011

POLICY

The Superior-Greenstone District School Board will endeavour to respond in a structured manner to all complaints brought forward.

PROCEDURES

1.0 Instructional Staff (i.e. Teachers)

- 1.1 Teacher
Complaints regarding teachers should be first discussed with the teacher.
- 1.2 Principal
If no resolution is found, then the complaint should be next directed to the Principal.
- 1.3 Supervisory Officer
If no resolution is found, then the complaint should be directed to a Supervisory Officer of the board.
- 1.4 In Writing
This next stage of complaint must be in writing with copies to the teacher and the Principal.
- 1.5 Response
The response of the Supervisory Officer shall be in writing, with copies to the teacher and the Principal.
- 1.6 Board
If the response is unsatisfactory to the complainant, then the matter may be appealed to the Board.

2.0 School-Based, Non-Instructional Staff

- 2.1 Principal
Complaints regarding school-based, non-instructional staff should first be discussed with the Principal.
- 2.2 Supervisory Officer
If no resolution is found, then the complaint should be directed to a Supervisory Officer.
- 2.3 In Writing
The complaint must be in writing, with copies to the Principal and the employee.

2.4 Response
The response of the Supervisory Officer shall be in writing with copies to the Principal and the employee.

2.5 Board
If the response is unsatisfactory to the complainant, then the matter may be appealed to the Board.

3.0 System-Based Staff

3.1 Supervisory Officer
Complaints regarding system-based staff should be directed to a Supervisory Officer.

3.2 In Writing
The complaint must be in writing with a copy to the employee.

3.3 Response
The response of the Supervisory Officer shall be in writing with a copy to the employee.

3.4 Board
If the response is unsatisfactory to the complainant, then the matter may be appealed to the Board.