



Section: **School Personnel**  
Policy #: **2400**  
Policy: **Settlement of Differences between Employees and Council**

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## Policy

From time to time there may occur dissatisfactions on the part of either an employee or Council about the actions of the other party, and the dissatisfied party feels that such actions must be changed if continued association is to pertain.

In such event the following procedures apply:

- a) The onus falls on the dissatisfied party to bring to the attention of the other party, on an informal basis, the dissatisfaction which is being felt, together with a request to meet to discuss the problem at an early date with a view to settling the matter. Such informal contact must take place as soon as possible, normally within fifteen (15) days of the incident which caused the dissatisfaction.
- b) If either party considers that the matter is not properly settled by the informal contacts outlined in a. a formal letter of complaint shall be written to the other party within the following seven (7) days stating clearly the causes of dissatisfaction and outlining the minimum changes requested in the activities of the other party in order to remove the dissatisfaction.
- c) The party receiving this formal letter of complaint shall respond in writing to indicate whether or not the requested changes will be made. Such reply will be made within fifteen (15) days of receipt of the response unless there is mutual agreement on a longer period of time.
- d) If the matter is still not satisfactorily resolved the complainant should contact the Superintendent of Schools in writing. The Superintendent's written report of the incident and its resolution must be placed into the employee's file immediately after a decision has been reached at this level.
- d) If the reply to 'd)' is not acceptable to the recipient, the dissatisfied party may refer the matter to the Diocesan Appeals Committee through the Vicar of Education (see Policy 1300 Diocesan Appeals Committee).
- e) Such issues shall be considered confidential internal matters and not involve persons outside of the staff.