



Section: **Parents and Volunteers**
Policy #: **3010**
Policy: **Procedure for Handling Parental Complaints Against School Personnel**
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Procedure for Handling Parental Complaints Against School Personnel

1. A parent with a complaint should first contact the person who is the subject of the complaint, if this approach is feasible.
2. If no solution to the problem is found in this way, the parent may contact the Principal for solution. The Principal will notify the Chair of the Education Committee of the School Council as to the nature of the complaint, and the ongoing process being followed.
3. If the parent is not satisfied with the results of procedures in items 1. and 2. above, (s)he may bring the matter in writing to the Superintendent of Schools. At this time, the chairpersons of the School Council and the Education Committee shall be informed by the Superintendent. School Council may provide additional information to the Superintendent. Alternately, the parent may seek assistance from the School Council Chair to facilitate communication with the Superintendent's Office. The Superintendent's written report of the incident and its resolution must be placed into the employee's file by the Principal immediately after a decision has been reached at this level.
4. If the matter is not resolved at this level, a further appeal, in writing, may be made to the Diocesan Appeals Committee through the Vicar of Education.
5. The decision of the Board of Directors of the Society shall be binding on all parties involved unless further appeal is made to the Ombudsman.