



HOLY FAMILY ROMAN CATHOLIC SEPARATE SCHOOL DIVISION NO. 140

OPERATIONS AND PROCEDURES

CATEGORY: SCHOOL OPERATIONS
 TITLE: COMPLAINTS AND GRIEVANCES
 CODE: 5051 Complaints and Grievances

Reference Matrix	
Education Act (1995)	Sections 148 – 154
Other Relevant Acts	
Holy Family Related Procedures	
Holy Family Related Manuals	
Resources (Ministry, SSBA, SCSBA, etc.)	STF Governance Handbook, 2016
Date Reviewed	December 7, 2015

Background:

The Board is committed to ensuring that there is a fair and equitable means to hear and address student and/or parent(s)/guardian(s) complaints. The Board is committed to procedural fairness and due process for adjudicating and resolving these complaints are established, maintained, and reviewed. The *STF Governance Handbook* outlines Ethics and Standards of Practice that are considered appropriate guidelines for all employees to follow in the event of a grievance. The *STF Governance Handbook* can be accessed at: <http://www.stf.sk.ca>

Where a conflict arises in the relationship of a student to a school, the goal is to seek reconciliation in accordance with Holy Family RCSSD No. 140 Vision, Mission, and Guiding Principles.

Procedures:

1. Complaints are to be addressed in a timely and appropriate manner.
2. In the event of a dispute at school, the student's teacher is the first person to hear and address any complaint from a student, parent(s)/guardian(s) if the complaint is about that teacher.

- 2.1. If the dispute involves an Educational Assistant, the school teacher or Principal may be present at the meeting.
- 2.2. If the dispute involves any other non-teaching support staff person from the Division, the staff member's supervisor may be present at the meeting.
3. If the conflict cannot be resolved at the level given in procedure 2, the complainant may request a meeting with the immediate supervisor of that employee to assist in resolving the conflict.
 - 3.1. The supervisor may allow the complainant to include supporter(s) in the meeting with prior processing.
4. If the conflict cannot be resolved with the supervisor, the complainant may request a meeting with the next immediate supervisor.
5. At each stage of the conflict resolution process the Principal or Director shall see that the preceding steps have been completed.
6. If the conflict cannot be resolved with the Director of Education, the complainant will be entitled to meet with a grievance committee that would be composed of two Board members, the Director of Education, and the Principal as deemed necessary by the Board of Education.