



Niagara Catholic District School Board
COMPLAINT RESOLUTION POLICY
STATEMENT OF GOVERNANCE POLICY

800 – Schools and Community Councils

Policy No. 800.3

Adopted Date: April 28, 1998

Latest Reviewed/Revised Date: October 24, 2017

In keeping with the Mission, Vision and Values of the Niagara Catholic District School Board (the “Board”), the Board is committed to open and transparent communication with its students, parents/guardians, employees, Catholic ratepayers and all educational partners through effective system and school-based communication procedures.

The Board values and encourages an open and trusting culture that fosters, a sense of comfort, without fear of reprisal. The Board encourages the resolution of conflict within a process that is accountable, transparent and respectful of the roles of the complainant and the Board in resolving conflict in the best interest of students and employees involved in the complaint.

The Board recognizes that differences of opinion and concerns may arise during a school year. When differences in resolving a concern arise, there may be occasions when a complaint is made against an employee, a Trustee or the Board.

Trustees and employees of the Board will co-operate to ensure that all complaints are dealt with in a fair, consistent and reasonable manner. It is expected that common courtesy and Christian charity will be used to obtain a prompt resolution and an opportunity for reconciliation between the parties.

Confidentiality of all complaints shall be maintained to the extent practicable and appropriate given the circumstances between the complainant and Board employees directly involved.

This Policy and Administrative Procedures provides the process to resolve complaints in accordance with the *Education Act* and its Regulations and all applicable laws and statutes, the Mission Statement of the Board and the social teaching of the Catholic Church on subsidiarity.

The Director of Education will issue [*Administrative Operational Procedures*](#) in support of this policy.

References

- [*Education Act, R.S.O. 1990, c. E.2*](#)
- [*Municipal Freedom of Information and Protection of Privacy Act*](#)
- [*Teaching Profession Act*](#)
- ***Niagara Catholic District School Board Policies/Procedures/Documents***
 - [*Board By-Laws Policy \(100.1\)*](#)
 - [*Trustee Code of Conduct Policy \(100.12\)*](#)
 - [*Family and Children Services Protocol*](#)
 - [*Ombudsman Act*](#)

Adopted Date:	April 28, 1998
Revision History:	June 15, 2010 March 29, 2011 October 24, 2017