



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: April 27, 2021

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.

This policy supports the Board’s commitment and dedication to serving our educational partners by fostering a culture of transparency and trust. This policy encourages the resolution of conflict within a process that is accountable, transparent and respectful of the roles of the complainant and the Board, and is in the best interest of everyone involved. This policy also provides the Board with a protocol handling same complaints in a fair and consistent manner, in accordance with the *Education Act* and Catholic Social Teachings.

If a dispute can not be resolved at the level of the point of conflict, then a complainant shall, if they wish to proceed, submit a written request to the individual’s supervisor, outlining the nature of the dispute or complaint. Investigations shall be conducted fairly, justly and respect all parties involved. Anonymous complaints or complaints submitted under a pseudonym, except for complaints related to any illegal, abusive or protection matter, will not be investigated.

In addition to any internal investigation conducted by the Board, complaints of any illegal, abusive or protection matters will be referred to the appropriate investigative party, such as Niagara Regional Police, or Family and Children’s Services, as required by *Child and Family Services Act*.

The Board offers its assurances that any complaint brought forward in good faith against a member of Niagara Catholic staff will be fully and fairly investigated. The Board prohibits harassment and retaliation against individuals who make a complaint or provide information in good faith.

Niagara Catholic will respect the confidentiality of all complaints and complainants as much as possible. However, the Board’s legal responsibilities may take priority over privacy in certain complaint matters.

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

### **References**

- [\*Education Act, R.S.O. 1990, c. E.2\*](#)
- [\*Child and Family Services Act\*](#)
- [\*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](#)

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March 29, 2011  
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