



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: December 17, 2024

In keeping with the Mission, Vision and Values of the Niagara Catholic District School Board, the Board is committed to open and transparent communication by building trusting relationships with its students, parents/guardians, employees, trustees, Catholic ratepayers and all educational partners, including advocacy groups through effective system and school-based communication procedures.

This policy supports the commitment and dedication of the Board 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, in the best interest of all parties. This policy also provides the Board with a protocol to endeavour to resolve complaints in a fair and consistent manner, in accordance with the *Education Act*, Catholic Social Teachings, the Ministry of Education Policy Program Memorandum: 170 (PPM 170), the Ministry of Education document, “Your child’s education: a Parent Guide to our school system”, and the Niagara Catholic District School Board Communication Protocol for Parent Inquiries.

In accordance with PPM 170, an inquiry by a parent/guardian can be addressed at the classroom, school or Board level as appropriate. It is best practice to contact the individual who is directly involved with the inquiry; such as a classroom teacher for curriculum, student achievement, or specific incidents. A school level inquiry about school procedures, co-curricular activities, or other school related inquiries can be directed to the principal/vice-principal. An inquiry about Board policies, procedures or regulations can be addressed to the Family of Schools’ Superintendent.

A parent/guardian inquiry will be acknowledged within two business days. If a parent/guardian inquiry cannot be fully addressed within five business days of receipt, an estimated date of response will be provided to the parent/guardian.

If a dispute cannot be resolved at the level 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. If an investigation is required, it will be conducted fairly, justly and respectful of all parties involved. Anonymous complaints or complaints submitted under a pseudonym, will not be investigated, unless it is determined that the complaint references an illegal, abusive or child protection matter, or is otherwise believed to be relevant in law.

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

Any complaint brought forward regarding a Niagara Catholic employee will be fully and fairly investigated. The Board prohibits harassment and retaliation against any individual who makes a complaint or provides information in good faith.

Niagara Catholic respects the confidentiality of all complaints and complainants while upholding the legal responsibilities of the Board which may take priority over privacy in certain matters.

The Director of Education will issue [Administrative Operational Procedures](#) for the implementation 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](#)
- [Ministry of Education Policy/Program Memorandum: PPM 170](#)
- [Ministry of Education, “Your child’s education: a Parent Guide to our school system”](#)
- [Teaching Profession Act](#)
- [Ombudsman Act](#)
  
- **Niagara Catholic District School Board Policies/Procedures/Documents**
  - [Board By-Laws Policy \(100.1\)](#)
  - [Code of Conduct Policy \(302.6.2\)](#)
  - [Employee Code of Conduct and Ethics Policy \(201.17\)](#)
  - [Trustee Code of Conduct Policy \(100.12\)](#)
  - [Communication Protocol for Parent Inquiries](#)

<b>Adopted Date:</b>	<b>April 28, 1998</b>
<b>Revision History:</b>	<b>June 15, 2010 March 29, 2011 October 24, 2017 April 27, 2021 December 17, 2024</b>