



SECTION F). COMPLAINTS

This section of the Academy's policy covers off major complaints and includes:

1. *Major Complaints*
2. *Annex 1 – Notice of Major Complaint*

F1). Major Complaints

Saint John Paul II Academy recognizes that parents, students, teachers, and support staff form an integral part of our Catholic school community. From time to time, issues may arise where members of the community may differ in their perspectives.

Policy

All complaints must be dealt with in a timely manner. Each member of the community is expected to follow the appropriate complaint procedure as described below. All parties involved must maintain confidentiality with respect to all aspects of this procedure and conduct themselves with Christian charity.

Procedure

Every effort should be made wherever possible to resolve the issue by the parties directly involved. If the issue cannot be resolved, the matter must be brought to the attention of the principal of the school following the procedure outlined below.

- The principal will clarify the issue(s) of disagreement and document all matters pertaining to the issue and its resolution and determine what policy(ies) of the Academy can be applied to resolve the issue. If necessary, advisers might include the president, chair of the board or others, to facilitate a resolution of the issue. This may include a process of mediation as facilitated by a sub-committee of the board.
- The principal, having made a judgment to resolve the issue, shall promptly notify both parties of the resolution in writing within seven (7) days of receipt of the complaint. In this written notification, the parties must be informed of the available appeal process.
- If the principal's resolution is not accepted, the matter may be appealed to the board of directors. The appeal must be submitted in writing using the Notice of Major Complaint form (annex 1) no more than seven (7) days after the principal's decision has been received.

Complaints Against the Principal

- Where one of the parties is the principal and the two parties are unable to resolve the issue in a timely manner, the matter should be brought to the attention of the president and chair of the board. The chair will then proceed per the procedures outlined above and the Appeals Process set out below.

Appeals Process

1. Upon receiving the complaint or appeal, the board of directors will form a sub-committee with authority to decide regarding the appeal. The sub-committee will include the pastor appointed by the Archbishop as a board member, the president, chair and one other board member. The



sub-committee will study the documentation and then: either call a meeting to hear representations from the complainant and the principal or call for further written submissions having circulated each party's submission to the other. Both parties will be in attendance and be given an opportunity to respond should an oral hearing take place. The decision of the principal will not be overturned if school policy and procedures were appropriately and fairly applied.

2. After this, the sub-committee shall, in camera, present its decision to the board of directors. The board will ratify the decision and take the steps necessary to implement it. The board of directors may reject the sub-committee's decision only if there is a serious flaw in the process followed by the sub-committee. Should this occur the board will deliberate, makes its decision and outline its implementation.
3. The board shall notify the appellant, and the principal, of its decision in writing within seven (7) days of the meeting.
4. Requests for extensions of the timelines mentioned in the policy, will, for valid reasons, ordinarily be approved.

Complaints Involving Education Policy or Education Matters

When the complaint involves matters relating to educational policy or educational matters, such complaints, if they cannot be resolved by the principal and the parties concerned, are to be directed to the board of directors.

If the decision of the board of directors is not acceptable, the appellant may request an Independent School Ombudsperson to review the appeal. The procedure and scope of the Independent School Ombudsperson's review shall be communicated to the appellant by the president. The outcome of the Independent School Ombudsperson's review shall be communicated to the appellant by the president.

The board of directors will communicate its final decision to all parties involved.

<i>Document History</i>	<i>Approved</i> Society Board 17 November 2020
<i>Revisions</i>	



Annex 1 - Notice of Major Complaint

Submitted by (Name) _____

Address _____

City _____ Province _____ Postal Code _____

Home Phone number		E-mail address	
Work Phone number			
Cell number			

Please be as detailed as possible in filling out this form. If you require more space, please attach additional pages to this Notice of Major Complaint. Please also enclose with this Notice of Major Complaint any and all documents, notes, or correspondence that you believe to be relevant or of assistance in considering this Notice of Major Complaint.

1. This complaint is made against _____ (the “**Respondent**”)
2. What is your relationship to the school? (staff member, parent, etc.)
3. Please describe the nature of your complaint, including the details of any and all conduct complained of (the “**Conduct**”), the names of all persons involved and witnesses to the events. Please be as detailed as possible, including where and when the Conduct took place.
4. How did you learn of the Conduct (i.e. personally witnessed it, learned of it from other staff, or informed by a student?) If you learned of the Conduct from a secondary source, please provide details of that source, and if the source is aware that you are filing this complaint.
5. Please describe any and all attempts that you have made to discuss your concerns with the Respondent and when those attempts occurred. If you have not discussed your concerns with the Respondent directly, please advise of the reasons why you have not done so prior to submitting this Notice of Major Complaint.
6. What would you like to see occur as a result of this Notice of Major Complaint (i.e. the outcome)?



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7. Please list the names of any other persons who you believe have information regarding the Conduct.

In signing below, you confirm each of the following:

- (a) you have reviewed Saint John Paul II Academy's Major Complaints policy prior to submitting this Notice of Major Complaint;
- (b) it is your intention that this Notice of Major Complaint be made as a Major Complaint pursuant to the Society's Major Complaints policy;
- (c) you understand that you must maintain confidentiality with respect to all aspects of the Major Complaints process and related investigations or processes and that you are expected to conduct yourself throughout this process in accordance with Christian charity and all Saint John Paul II Academy Society policies, including but not limited to the Society's Harassment /Bullying Prevention policy (see School Environment and Safety, policy B4 – Harassment and Anti-bullying);
- (d) you understand that a copy of this Notice of Major Complaint will be provided to the Respondent for his or her response and that copies may also be provided to the Society's board of directors and other necessary parties, as appropriate, for their records, review, and investigation;
- (e) you understand that in the course of investigating the Conduct, the school principal, president, board of directors may request that you provide further documents or information and you agree to cooperate with all such requests to the best of your abilities;
- (f) all of the contents of this Notice of Major Complaint are true and accurate to the best of your knowledge.

Date: _____

Signature: _____