

DUFFERIN-PEEL CATHOLIC DISTRICT SCHOOL BOARD

BOARD POLICY / REGULATIONS

Board Policy Number:	2.00
Subject:	Complaints- Parent(s)/Guardian(s) and Public to Trustees
Effective Date:	(144) February 25, 2003

When a Trustee receives a complaint from a parent/guardian or the public, he/she shall endeavour to satisfy the complainant by following the accompanying regulations.

REGULATIONS

2.00 Complaints- Parent(s)/Guardian(s) and Public to Trustees

When a Trustee receives a complaint from the parent/guardian of a student about any academic problem, the Trustee will suggest that the parent/guardian contact the teacher of the student and if the complainant is not satisfied he/she should then approach the Principal of the school. If the problem is then not solved satisfactorily, the parent/guardian should contact the Superintendent or the Director of Education.

When a Trustee receives a complaint from the parent/guardian of a student about any problems which are not strictly academic, the Trustee will suggest that the parent/guardian or Trustee contact the Principal of the school. If the problem is not then solved satisfactorily, the parent/guardian or Trustee should contact the Superintendent or the Director of Education.

When a Trustee receives a complaint from a ratepayer or any other person concerning an employee of the Board, he/she shall direct that complaint directly to the official of the Board who has jurisdiction over the person about whom the complaint was made, or the Trustee may refer the complaint directly to that person. If the official is unable to solve the matter satisfactorily, the Trustee shall refer the question to the Director of Education.