

DUFFERIN-PEEL CATHOLIC DISTRICT SCHOOL BOARD

BOARD POLICY / REGULATIONS

Board Policy Number:	2.01
Subject:	Complaints- Parent(s)/Guardian(s) and Public to Senior Officials
Effective Date:	(305) May 20, 2003

When a Senior Official of the Board receives a complaint directly from a ratepayer, parent/guardian or other person, and the question does concern his/her scope of activity, the official shall do his/her best to satisfy the complainant.

REGULATIONS

2.01 Complaints- Parent(s)/Guardian(s) and Public to Senior Officials

If the senior official is unable to satisfy the complainant, he/she shall direct the matter to the Director of Education.

No complaints will be considered unless the complainant states his/her name.

When the Director of Education receives a complaint directly, and the complaint concerns a member of the teaching staff, or a Principal, or an official of the Board, the Director of Education shall refer the complaint to the person concerned. If the person to whom the complaint has been referred is unable to satisfy the complainant, then the problem will be referred once again to the Director of Education.

If the Director of Education is unable to solve satisfactorily a problem which has been presented to him/her by a parent, ratepayer, employee of the Board, or Trustee, he/she shall advise the complainant to state his/her complaints in writing, and they will be presented to the Board.