

**DUFFERIN-PEEL CATHOLIC DISTRICT SCHOOL BOARD**

**BOARD POLICY / REGULATIONS**

<b>Board Policy Number:</b>	2.00
<b>Subject:</b>	<b>Complaints - Parent(s)/Guardian(s) and Public to Trustees</b>
<b>Effective Date:</b>	(144) February 25, 2003; (341) November 23, 2010

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 then satisfied he/she should approach the Principal of the school. If the problem is not then solved satisfactorily, the parent/guardian should contact the Superintendent for the family or area. If the complaint is still not satisfied, then they may appeal to the Associate Director of Instructional Services, or if the matter is of a corporate nature, then the Associate Director of Corporate Services.

When a Trustee receives a complaint from the parent/guardian of a student about any problem which is not strictly academic, the Trustee will suggest that the parent/guardian contact the Principal of the school, or the Trustee may contact the Principal, for information purposes and not for investigative purposes, or the Superintendent. If the problem is then not solved satisfactorily, the parent/guardian should contact the Superintendent or the Associate Director, who will respond in a timely manner.

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 Superintendent who has jurisdiction over the person about whom the complaint was made, or the Trustee should refer the complaint to the Associate Director for that area of responsibility.

If the Trustee is not satisfied, then they should relay the complaint to the Director of Education.

No complaints will be considered unless the complainant states his/her name and provides an address or phone number for correspondence.