

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; (342) November 23, 2010

When senior officials of the Board receive a complaint directly from a ratepayer, parent/guardian or other person, and the question does concern his/her area of responsibility, the official shall do his/her best to respond to the complaint.

REGULATIONS

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

If the senior official is unable to satisfy the complaint, he/she shall direct the matter to the appropriate Associate Director.

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

When the Associate Director receives a complaint directly, and the complaint concerns an employee, a Principal or an Officer of the Board, the Associate Director shall refer the complaint to the person concerned. If the person to whom the complaint has been referred is unable to satisfy the complaint, then the problem will be referred to the Director of Education.

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