



Northeastern Catholic District School Board

RESOLUTION OF COMPLAINTS

Administrative Procedure Number: APP016

POLICY STATEMENT

The Northeastern Catholic District School Board (NCDSB) recognizes the two-fold need of effective communications and of a process for dealing with complaints which will foster protection, understanding and equity to all parties concerned. To this end, the NCDSB supports a fair approach to the resolution of complaints in accordance with our1 (pp06)2 (1 (ta5rf)-4 (2 (f)10 (4 (2 15 Tw [(a)s)6 (o)2 (

P-16 Resolution of Complaints

DEFINITIONS

Complaint

dissatisfaction with, or criticism of the actions or methods of an employee of the school system or with policies, procedures, or programs of a school or of the school system.

External Complainant

The individual who initiates the complaint is not an employee of the Northeastern Catholic District School Board.

Internal Complainant

An individual who initiates the complaint is an employee of the Northeastern Catholic District School Board.

PROCEDURES

1.0 GENERAL INFORMATION

- 1.1 Generally, complaints will be received and addressed by the immediate site supervisor.
- 1.2 No employee shall receive or deal with a complaint relating to a fellow employee or colleague.
- 1.3 A formal complaint will be received in writing.

