



## CATHOLIC INDEPENDENT SCHOOLS OF KAMLOOPS DIOCESE

### ADMINISTRATION MAJOR COMPLAINTS AND APPEALS FROM EMPLOYEES - 307

#### **Rationale**

In order that all concerns can be given respectful attention, a process is required that provides clear procedures for addressing these concerns in a fair manner.

The procedures provide a process that can be communicated to all members of the school community and others who may have concerns about the school, its employees, students, or parents.

#### **Policy**

Concerns of individuals and/or groups will be addressed in a spirit that reflects the philosophy of Catholic Independent Schools Kamloops Diocese (CISKD). Those concerned will try to resolve the issue in a Christian manner respecting each other's point of view. The Regulation of this policy outlines steps to be taken if an agreeable solution cannot be achieved at a particular level.

#### **Procedure**

##### **Definition**

**Days**, for the purpose of this policy, refers to days the school is in session.

**Witness**, means a person with first-hand knowledge of the event.

#### **COMPLAINTS FROM AN EMPLOYEE**

##### **Complaints Relating to School Matters**

This may include complaints from teachers or support staff. A teacher or support staff person who has a concern has the responsibility to begin addressing the concern directly with the person(s) with whom the concern lies before taking the concern elsewhere or engaging in other procedures.

The Board of Directors' expectation is that:

- a. prior to utilizing this policy, employees will have tried to resolve the issues in dispute in a constructive manner with those responsible at the school, and that,
- b. appeals will be initiated within seven (7) days of the date that the employee was informed of the decision, unless the employee can demonstrate that there are reasonable grounds to extend this deadline (e.g., the employee have been involved in discussions to resolve the issue which is the subject of the appeal).

An appeal or major complaint where the desired outcome has financial implications should be forwarded to the Board of Directors for review.

**Note: If the complaint relates to the Principal, begin at step 3 below.**



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### ADMINISTRATION

#### MAJOR COMPLAINTS AND APPEALS FROM EMPLOYEES - 307

1. **Step One:** If no agreeable solution is achieved, the complainant may within 7 days refer **his/her** concern in writing to the school Principal together with any relevant written material.
2. **Step Two:** The school Principal will gather any relevant information about the concern and meet with both parties. At this meeting, the Principal will:
  - a. review all available information
  - b. refer to any relevant school or Catholic Schools policies
  - c. document the proceeding
  - d. assist the parties to reach an agreeable solution, or
  - e. adjourn the meeting and seek further consultation

After considering all relevant information and if no agreeable solution is reached, the Principal will make a decision regarding the issue. This decision, with supporting rationale, will be conveyed to both parties orally and in writing.

3. **Step Three:** If the complainant is not satisfied with the decision of the Principal, **he/she** may, within 7 days of receiving the decision of the Principal, refer concerns in writing to the Superintendent of Schools who will:
  - a. review the available information
  - b. meet with both parties to:
    - review available information
    - document the proceedings
    - refer to any additional school or CISKD Policies, in addition to the ones identified by the complainant and/or principal that are relevant to the appeal
    - listen to presentations and responses from both sides
    - seek an agreeable solution, or if this is not possible, make a decision regarding the appeal.
    - The complainant will be notified of their right to appeal to the Board of Directors within 7 days of receiving their decision.

Employees are expected to follow the steps as outlined.

4. **Step Four:** If the complainant files an appeal within 7 days, the Board of Directors will form a sub-committee with a minimum of two (2) members. All relevant information will be gathered and, if deemed necessary, may invite presenters from both sides. The sub-committee will reach a decision and inform both parties in writing.

The decision of the Board of Directors is final.

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