



CATHOLIC INDEPENDENT SCHOOLS OF KAMLOOPS DIOCESE

ADMINISTRATION MAJOR COMPLAINTS AND APPEAL – FROM PARENTS – 308

Rationale

In order that all concerns are 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.

This Policy and its procedures refers to those situations not covered by the Applications referenced below.

Definitions

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

Witness - Witness means a person with first-hand knowledge of the event leading to a suspension, indefinite suspension and/or recommendation for expulsion.

An appealable decision with regards to students is a decision that is deemed to significantly affect the education, health, or safety of a student:

- a. disciplinary suspension from school for a period in excess of five (5) consecutive days.
- b. suspension from school for a health condition.
- c. grade promotion or graduation.
- d. any other decision that significantly impacts the present or future educational program of the student.

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 to this policy provides steps to be taken if an agreeable solution cannot be achieved at a particular level.

Procedure

Complaints Related to Decisions made by School Personnel from non-employees.

A parent/guardian who has a concern regarding any educational matter **which significantly affects the education, health, or safety of the student** has the responsibility to begin addressing the concern directly with the person(s) with whom the concern lies before taking the concern elsewhere.



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The Board's expectation is that prior to utilizing this policy, students and their parents/guardians will have tried to resolve the issues in dispute in a constructive manner with those responsible at the school or program level.

The Board of Directors' expectation is that appeals will be initiated within seven (7) days of the date that the parent/guardian or student was informed of the decision, unless the parent/guardian/student can demonstrate that there are reasonable grounds to extend this deadline (e.g. the parent/guardian/student 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.

Begin at step 3 if:

- **the complaint relates to decisions made by the Principal versus another school employee, OR**
- **the decision relates to an indefinite suspension or recommendation for expulsion.**

Step One: If no agreeable solution is achieved, the complainant may commence an appeal by submitting a written Notice of Appeal form (Appendix A) to the school Principal together with any relevant written material. The Board's expectation is that appeals will be initiated within seven (7) days of the date that the parent or student was informed of the decision, unless the parent/student can demonstrate that there are reasonable grounds to extend this deadline (e.g. the parent/student have been involved in discussions to resolve the issue which is the subject of the appeal).

1. **Step One:** The school Principal will, upon receipt of a completed Notice of Appeal, arrange a meeting with the person initiating the appeal.
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 CISKD 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 the relevant information and if no agreeable solution is reached, the Principal will make a decision in regard to the complaint. This decision is to be conveyed to both parties orally and in writing, notifying the complainants of their right to appeal to the Local School Committee (LSC) within 7 days of receiving their decision.

3. Step Three:

This step may be used when:

- a. the complainant is not satisfied with the decision of the Principal, OR



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- b. the parents/guardians are applying for reinstatement from a decision regarding an indefinite suspension and/or recommendation for expulsion.

The Parent/Guardian may, within 7 days of receiving the decision of the Principal, appeal in writing to the LSC. Use the Application for Appeal Form (Appendix A).

The LSC will:

- a. review the available information
- b. form a sub-committee (called LSC Committee) who will 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, to make a final decision in regard to the appeal and/or application for reinstatement.

Procedure for hearing. The procedure to be followed in conducting the hearing is as follows:

Persons Present:

- a. At least three members of the LSC
- b. Designated Pastor or Bishop's Representative of the School
- c. School Counsellor and/or staff member (if applicable)
- d. Principal
- e. Parent(s)/Legal Guardian(s)
- f. Optional - student(s). Student attendance is optional depending on age, maturity, and situation for the student.
- g. Process
 - i) The Committee will review school or CISKD policies relevant to the appeal prior to the meeting.
 - ii) The chairperson or a designated member of the LSC will chair the meeting.
 - iii) The chairperson will provide an overview of the process for the appeal and/or request for reinstatement.
 - iv) The principal will give his/her report on the issue(s) which precipitated the decision under appeal. *If the appeal is based on a decision made by a school employee other than the principal, he/she shall also provide a report on the issue.*
 - v) Parents/guardians and student will be provided the opportunity to question contents of Principal's and/or employee's report.
 - vi) The LSC members, parents/guardians and student may ask questions of the Principal and/or employee.



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- vii) The LSC members, principal, and/or employee may question the student and parents/guardians.
- viii) Parents/guardians with students may talk with the LSC alone.
- ix) Parent/guardians and/or LSC members may then ask the student to leave to talk with parents/guardians alone.
- x) The LSC may determine the need to speak to witnesses of the event leading to the decision under appeal.
- xi) The LSC, Principal, and/or parents/guardians and student reconvene for final comments.
- xii) Parents/guardians, student and principal are thanked and dismissed.
- xiii) After considering all the relevant information and if no agreeable solution is reached, the LSC will make a final decision in regard to the complaint or application for reinstatement. This decision is to be conveyed to all parties orally and in writing, notifying the parents/guardians of their right to appeal to the Board of Directors within 7 days of receiving their decision.
- xiv) The decision of the LSC is communicated at the next LSC meeting (*in camera*).
- xv) The decision of the LSC may, within 7 days, be appealed by the complainant to the Board of Directors.

4. Step Four:

If the complainant files an appeal within seven (7) days to the Board of Directors, the Board of Directors will:

- a. Form a sub-committee of a minimum of two (2) members and the Superintendent of Schools
- b. Gather all relevant information and
- c. If they deem it necessary, they may invite presenters from both sides.

The sub-committee will:

- a. reach a decision and inform both parties in writing
- b. notify the complainants of their right to appeal within 7 days of receiving the decision of the Board of Directors to the Ombudsperson appointed for the

Catholic Independent Schools for the Kamloops Diocese.

The complainant(s) will also be informed that the Ombudsperson's role is to determine if the processes used have been fair and impartial, not to substitute his/her judgment for that of the Board of Directors.

Date Approved: January 2005
Date(s) Revised: April 2010, February 2020, June 2022, June 2023, February 2024



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Appendix A Application for Appeal (Including any Request for Reinstatement from an Indefinite Suspension and/or Recommendation for Expulsion)

Information about the Person Applying for the Appeal or Re-instatement			
Name of Parent/Guardian:			
Address:			
Primary Phone #:		Secondary Phone #:	
Student Name:			
Student Date of Birth:		Grade:	
Information about those Involved with the Decision that is being requested for Appeal:			
Employee Name:		Employee Position:	
State the Decision:			
Provide Information about the Decision that is the basis for this Appeal:			
Give reasons for appealing the decision including any policies you deem relevant to the situation.			
Suggest a Solution:			



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Signature of Complainant:		Date of Signature:	