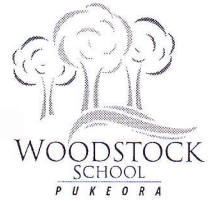


WOODSTOCK SCHOOL BOARD OF TRUSTEES

COMPLAINTS POLICY – NAG 2



PURPOSE: To provide guidelines for handling complaints in a consistent and responsible manner.

POLICY:

1. Concerns (as distinct from formal complaints) should be referred to the Principal, heard and resolved informally whenever possible. A copy of the Complaints Policy is to be made available to the concerned person(s).
2. Formal complaints are to be addressed in writing to the Principal. If a formal complaint cannot be resolved by the Principal, it will be referred to the Board of Trustees in writing.
3. Formal complaints regarding the Principal are to be addressed in writing to the Board of Trustees Chairperson, with a copy to the Principal.
4. The Board will refer to the school Charter, policy statements and collective agreements when considering a formal complaint and will refer to them where appropriate, when documenting its recommended course of action.
5. Formal complaints referred to the Board will be investigated by a subcommittee of the Board who will report back to the full Board with its recommendations.
6. For alleged serious misconduct against staff the procedures for handling matters of complaint/discipline and competence against a staff member will be followed.
7. The Board's response/decision will be addressed in writing to the complainant by the Board's Chairperson.
8. Anonymous complaints will not be dealt with.

REVIEW:

1. This policy will be reviewed in accordance with the Board's triennial programme of self-review.
2. The review will be conducted by the Board using the objectives listed above as the criteria for determining the effectiveness of the Policy in action.

DATE of POLICY ADOPTION : 28 November 2018

DATE of REVIEW : November 2021

Signed


CHAIRPERSON


PRINCIPAL