

# WOODSTOCK SCHOOL BOARD OF TRUSTEES



## COMPLAINTS POLICY – NAG 2

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

### **OBJECTIVES:**

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 schools charter, policy statements and collective agreements will be referred to by the Board in arriving at its recommended course of action.
5. The procedures laid out in the Staff Disciplinary Policy will be followed with regard to complaints of alleged serious misconduct against staff.
6. 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.
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.

### **EFFECTIVENESS SELF 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 : 10 April 2014**

**DATE of REVIEW : April 2017**

Signed \_\_\_\_\_  
**CHAIRPERSON** **PRINCIPAL**