



RATIONALE:

- St. Michael's Church School is a Christian School in the Anglican tradition reflecting the intentions of the St. Michael's Church School Statute.
- The School Board aims to address any complaints promptly and fairly.

PURPOSES:

- Any complaint received will be dealt with promptly and fairly at the appropriate level.

GUIDELINES:

- All complaints will be investigated.
- Complaints about a pupil will first be directed to the class teacher.
- Complaints about staff members, parents or any other party will normally be directed to the Principal.
- Complaints concerning the Principal or a Board member will normally be directed to the Board Chairman or Deputy Chairman.
- Board members in receipt of a complaint should direct the complainant to the teacher or Principal and not involve themselves in the initial complaint except as a parent.
- The Principal or Board Chairman will determine whether a complaint can be dealt with informally, or whether the case needs to be taken further.
- If necessary a written report will be requested from the complainant before any further action is taken.
- If the matter is to be dealt with formally, the Principal or Board Chairman will refer the complaint to the Board, who will set up an Investigative Committee to hear the case.
- The person complained against should not be part of the Investigative Committee.
- The complaint will be dealt with according to the appropriate Procedure – See document 3:12.
- Complaints will normally be made within thirty days of the occasion for the complaint.

CONCLUSION:

All complaints will be dealt with appropriately and with expedition.