



## Student Complaints and Grievances - Procedure

### 1. Principles of Resolution Process

The following principles shall guide the resolution of student complaints and grievances between the complainant and respondent:

- Any complaint or grievance shall be resolved as close to the source of concern as possible.
- Those staff involved with the complaint and grievance resolution shall employ effective conflict resolution strategies when responding to student complaints or grievances.
- The Director/Principal will provide the student or parent/guardian the opportunity to discuss the complaint or grievance.
- No action shall be taken against any person because of his/her participation in the process.

### Resolution Process

The process to be used for resolving student complaints and grievances follows:

- Concerns must be raised with immediate supervisor.
- If a resolution is unable to be reached with their immediate supervisor the individual will bring the issue forward to the Director/Principal.
- If the issue is still not resolved at this level the individual may bring forward the issue for Board review with the board or the Executive Board if it is not during a scheduled meeting.

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