



EDUCATION POLICY MANUAL	
Category:	PERSONNEL
Policy:	470
Approved Date:	January 11, 1997 October 23, 2019
Revised Date:	September 22, 2004
Revised Date:	November 15, 2006
Revised Date:	June 14, 2010
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Replaces Policies	470, 473, 474, 475, & 480
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MAJOR COMPLAINTS

Policy #470

Rationale

CISPG recognizes that parents, students, teachers and support staff form an integral part of the Catholic school community. From time to time, issues may arise where members of the community differ and a process of adjudication needs to be followed.

Policy

Within CISPG all complaints must be dealt with in a timely manner. Each member of the community is expected to follow the procedure described below. All parties involved must maintain confidentiality with respect to all aspects of this procedure and conduct themselves with Christian charity. Every effort should be made wherever possible to resolve the issue by the parties directly involved. If the issue cannot be resolved, the matter must be brought to the attention of the Principal of the school following the procedure outlined below.

Investigative Procedures

1. The Principal is responsible for investigating major complaints, unless the complaint has been made against him or her. In that case, the matter will be brought to the attention of the Pastor and the School Council chair. The latter will proceed with the investigation.
2. Prior to the commencement of any investigation it must be made clear to any person who has made allegations that the nature, not the details, of any allegations will be disclosed to the party who is the subject of the allegations.
3. The investigation will clarify the issue, document relevant matters and determine what policies of the CISPG and school apply.
4. Notice of the investigation should be provided to any employee who will be a subject of the investigation. The nature, not the details, of any allegations made against any employee should be provided to the employee at the commencement of the investigation. The employee may be assigned a facilitator for the purposes of guiding the employee through the process. If necessary, facilitators may be a Pastor, member of the School Council, a representative from the Superintendent's office or others. The employee is encouraged to immediately seek legal advice.
5. Any person who has made an allegation should be interviewed and questioned concerning the allegations.



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6. Where the complainant is not the individual directly involved in the incident, the investigator should interview the person who is directly involved. When the person directly involved is not an adult, permission should be sought from the parent/guardian prior to conducting an interview. The parent/guardian may be present during the interview, provided that he or she does not direct interviewee.
7. Where there are witnesses to any incident that is subject to a complaint, they should also be interviewed by the investigator. The same questions should be asked of each witness. Where there are numerous witnesses, such as in a classroom where an incident occurs, a reasonable sample of witnesses may be sufficient to provide the necessary information.
8. No leading questions should be asked, but the individual should be asked to provide full disclosure.
9. Interviews should be on an individual basis, not a group basis.
10. The investigator should take notes of any interviews conducted and should provide a copy of those notes to the person who has been interviewed and request a review of the notes by that individual. The individual who has been interviewed should also be requested to sign the notes to certify they are an accurate summary of the information provided.
11. After all information has been gathered concerning the complaint, the person who is the subject of a complaint should be provided with an opportunity to respond in writing to the allegations. If new information is provided, the investigator may be required to conduct further interviews to determine whether the new information is supported or denied by other witnesses.
12. Within seven days of the receipt of the complaint, the investigator shall inform both parties in writing of the outcome of the investigation and advise them of the appeal process. For a valid reason, a request for an extension of the timelines mentioned in the policy can be approved.
13. An appeal must be submitted in writing within seven days of the receipt of the investigation outcome.
14. The investigator shall provide a full report on the investigation to the Superintendent of Catholic Independent Schools Diocese of Prince George.

Complaints Against the Principal

As noted in #1 - Where one of the parties is the Principal and the two parties are unable to resolve the issue in a timely manner, the matter should be brought to the attention of the Pastor and Chair of the Education Committee. The Chair will then proceed per the procedures outlined above and the Appeals Process set out below.

Appeals Process

1. Upon receiving an appeal in the case of a complaint against the Principal, the School Council will form a sub-committee, including the Pastor, with authority to make a decision. The sub-committee will study the documentation and then: either call a meeting to hear representations from the complainant and the Principal or call for further written submissions having circulated each party's submission to the other. Both parties will be in attendance and be given an opportunity to respond should an oral hearing take place. The decision of the Principal will not be overturned if school or CISPg policy and procedures were appropriately and fairly applied.



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2. After this, the sub-committee shall present its decision to the School Council *in camera*. The School Council will ratify the decision and take the steps necessary to implement it. If the resolution requires disciplinary action, the School Council must consult with the Superintendent before implementing the recommended action. The School Council may reject the sub-committee's decision only if there is a serious flaw in the process followed by the sub-committee. At that time, the Superintendent must be notified and a decision will be delayed until the School Council receives direction from the Board of Directors.
3. The School Council shall notify the appellant and the Principal of its decision in writing within seven (7) days of the meeting.

Appeals to the Board of Directors

1. The Board of Directors may consider an appeal of the School Council's decision for reasons that the Board considers valid. The Board of Directors reserves the right to resolve the issue through investigation or through the formation of an appeals committee. The appellant must prepare a written submission to the Board delivered to the Superintendent's Office no later than fourteen (14) days after the School Council's decision. *The decision of the School Council will not be overturned if school or CISPG policy and procedures were appropriately and fairly applied.*
2. If the decision of the Board of Directors is not acceptable, the appellant may request an Independent School Ombudsperson to review the appeal. The names and contact information of the current Independent School Ombudsperson shall be obtained from the Superintendent. The procedure and scope of the Independent School Ombudsperson's review shall be communicated to the appellant by the Superintendent. The outcome of the Independent School Ombudsperson's review shall be communicated to the appellant by the Superintendent.
3. The Board of Directors will communicate its final decision to all parties involved.