

## **MWIS Policy 110**

### **Complaints**

#### **Policy Statement:**

The purpose of this policy is to ensure that the school has processes in place that enable it to adequately address complaints against the school that are raised by students, parents, staff, and the public. It is expected that all complaints will be handled professionally as per this policy.

#### **Procedures:**

1. The school principal will annually appoint a school complaints committee that shall consider all written complaints made against the school and its operations. The committee will attempt to resolve all written complaints as per school policy and ADEC expectations for school operations. The Principal or his/her designate shall chair the complaints committee.
2. The principal will ensure that all parents, staff, and students are familiar with the complaints procedures outlined in this policy and of the existence and function of the complaints committee.
3. All complaints shall be resolved first with the person against whom the complaint is filed or with the help of the school social worker if necessary.
4. If the complaint is not resolved then the immediate supervisor is to be notified and will assist in the resolution of the complaint.
5. Failing a resolution at this level, the principal will be notified and will attempt to resolve the complaints.
6. Failing a resolution with the principal, the complaint shall be referred to the complaints committee for resolution. Should the complaint be filed against the principal, then the principal will be excluded from the committee and his/her designate will be assigned the responsibility of chair.
7. The school complaints committee will resolve the complaint.

8. Should the complainant not agree with the complaints committee they are to be referred to the school's governing council through the director so that the complaint can be addressed at that level.
9. The complaints committee is to keep a record of all complaints and decisions.
10. All complaints regarding teaching and library resources are to be handled by the curriculum alignment committee as per its roles and responsibilities outlined in *Policy 105 Materials Alignment*.