



## COMPLAINTS Policy

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Approved by the School Board – 21 September 2020

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- Rationale:** Cambridge Middle School is committed to responding to and dealing with complaints in a just and consistent manner and in accordance with relevant employment contracts, legislation and the school’s code of conduct.
- Principles:**
- (a) The School Board acts as a responsible employer in dealing with complaints.
  - (b) The school complies with complaint procedures and guidelines as determined in Collective Agreements.
  - (c) The school acknowledges its responsibilities to safeguard the rights of complainants as well as staff and/or students involved.
  - (d) The school endeavours to respond to all complaints in a timely and informed manner.
  - (e) The school enacts corrective or disciplinary action when and where deemed necessary.
- Policy Statement:** Complaints associated with the processes at Cambridge Middle School are to be made in writing to the Principal. If the complaint is unsatisfactorily resolved or refers to the Principal, it must be made in writing to the Chairperson of the School Board.
- Key Responsibilities:** The Principal and the School Leadership Team have responsibility for the implementation of this policy and will oversee a process for the development and updating of guidelines to comply with all relevant employment contracts, legislation and the school’s code of conduct.
- Review:** September 2023
- Related Information:** 1. Complaint Guidelines