

IDENTIFICATION CODE
POL08-031

TITLE: COMPLAINT MANAGEMENT POLICY

ENFORCEMENT DATE	REQUIRED AUTHORIZATION	RESPONSIBLE FOR FOLLOW-UP
May 22, 2008	Administrator	Human Resources Service

INFORMATION PAGE

	DATE	AUTHORIZATION
ADOPTION	May 22, 2008	Ordonnance 08-031
LAST MODIFICATION		

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1. PURPOSE

To ensure the prompt and effective management of complaints.

2. GOAL

The Commission scolaire du Littoral intends to establish prompt and effective procedures for the management of complaints and to ensure the quality of service provided by identifying the dissatisfaction of a parent, a student or other citizen, and by applying suitable corrective measures.

The present policy does not limit and cannot be substituted for articles 26 to 35 of the Education Act.

3. FUNDAMENTALS

The Education Act specifies the functions and powers of personnel required for the operation of a school board establishment.

Article 260 The personnel required for the operation of a school board shall perform their functions under the authority of the director general of the school board.

The personnel assigned to a school shall perform their functions under the authority of the principal, and the personnel assigned to a vocational training or adult education centre shall perform their functions under the authority of the principal of the centre.

Article 96.12 The principal, under the authority of the director general of the school board, shall ensure that educational services provided at the school meet the proper standards of quality.

The principal is the academic and administrative director of the school and shall see to the implementation of the decisions of the governing board and of the other provisions governing the school.

Article 96.21 The principal is responsible for the management of the staff of the school [...]

Article 110.9 The principal, under the authority of the director general of the school board, shall ensure that educational services provided at the centre meet the proper standards of quality.

The principal is the academic and administrative director of the centre and shall see to the implementation of the decisions of the governing board and of the other provisions governing the centre.

4. PRINCIPLE

The school board acknowledges that each student, his or her parents or legal guardian, (if the student is a minor) and any citizen has the right to express a dissatisfaction concerning services which he or she received, or should have received without fear of reprisals, as well as the right to obtain, as soon as possible, the suitable corrective measures, if it is necessary.

5. PROCEDURE

All complaints regarding the quality of service rendered or service to be rendered, and which concerns school or centre personnel, must be submitted to the school or centre director. Complaints concerning a school or centre director or personnel in the administration office must be submitted to the administrator of the school board.

A complaint is normally submitted in writing, using the complaint form available in all schools and centres governed by the school board. The school or centre director or the administrator must note and take into account any complaint which is made verbally by an **identified** person.

A complaint made by an unidentified person, may, depending upon the nature of the complaint, be taken into consideration.

An acknowledgement of delivery will be sent to the author of a written complaint within ten days of reception.

A copy of the written complaint shall be sent to the administrator of the school board.

The complaint shall be diligently examined and, if necessary, the person concerned promptly advised, in an appropriate manner, of the corrective measures to be carried out.

Any complaint containing the name of the plaintiff is personal information and is subject to the access controls envisaged in the *Act respecting Access to documents held by public bodies and the Protection of personal information*.

All complaints and accompanying documentation are preserved for a period of five (5) years; the school or centre director must submit a report to the administrator of any complaints received and the action or follow-up taken.

Any person can obtain the assistance of the secretary-general for the preparation of his or her complaint.

A copy of this policy shall be given annually to the presidents of the governing boards and the parents' committee.

The administrator is responsible for the application of this policy and, if necessary, can enact procedures which will facilitate the application of it.

6. REVISION OF A DECISION

A person, who believes that a complaint was not treated by the school or centre director, may appeal directly to the administrator.

COMPLAINT FORM

PRINCIPLE

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NATURE OF THE COMPLAINT

Briefly describe the problem: specify the facts, the circumstances, the personnel and/or other persons implicated, the date, the place and the damages suffered, if applicable.

Date : _____ Signature : _____

Address : _____

Telephone : _____

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