



Pacific Montessori Society Appeals and Complaint Policy and Procedure

1.0 General Policy

We acknowledge that problems and/or grievances will arise from time to time. In the event that a problem or grievance does arise within our school community, then we will use our best efforts to resolve the problem or grievance in a nurturing, supportive and fair manner.

2.0 Discussion with Teacher, Staff Member, and/ or Parent

- 2.1 In the interests of resolving relatively minor issues in an expeditious manner, it is preferred that all complaints first be discussed on an informal basis with the teacher, staff member, or parent involved, as applicable.
- 2.2 All parties involved, being a teacher, staff member, and/or parent, should then engage in an open discussion of the problem or grievance with the complainant with the intention of achieving resolution.
- 2.3 If the complainant's child attends Selkirk Montessori School, then the complainant may choose to involve their child in a discussion of the problem or grievance.
- 2.4 Despite paragraphs 2.1, 2.2, and 2.3, hereabove, issues that are relatively serious (i.e., possible suspension or expulsion of a student) should immediately be brought to the attention of the principal and/or administrator in accordance with the provisions of section 3.0, hereafter.

3.0 Appeal to Principal/Administrator

- 3.1 If the subject matter of the complaint is not resolved by the teacher, staff member, and/or parent, to the satisfaction of the complainant, or if the complaint is of a relatively serious nature, then the complainant should provide written notification to the principal/administrator.
- 3.2 The written notice should describe all pertinent details of the complaint including the desired remedy.

- 3.3 The principal/administrator will meet with the complainant within 5 business days after receipt of the written notice of complaint or on a date that is mutually agreed upon between the principal/administrator and the complainant.
- 3.4 The purpose of the meeting between the principal/administrator and the complainant will be to resolve the subject matter of the complaint in a fair and unbiased manner.

4.0 Appeal to Board of Directors

- 4.1 If the principal/administrator and the complainant are not able to resolve the subject matter of the complaint to the complainant's satisfaction, then the complainant may present their complaint to the Board of Directors.
- 4.2 With reference to paragraph 4.1, hereabove, the complainant should deliver written notice of their complaint to the Board of Directors. Such notice should describe all pertinent details of the complaint including the desired remedy and whether or not the complainant wishes to meet with the members of the Board of Directors prior to any decision being rendered by the Board of Directors.
- 4.3 It is the policy of the Board of Directors to meet with any complainant at a mutually convenient date and time.
- 4.4 In the event that the complainant wishes to meet with the Board of Directors, then such meeting will be held within 30 days of receipt of the complaint by the Board of Directors or on such date, and at such time, that is mutually agreeable to the complainant and the Board of Directors.
- 4.5 If a meeting is held as described in paragraph 4.4, hereabove, then a majority of the Board of Directors permitted to hear the complaint must be present.
- 4.6 In the event that the complainant does not express a desire to meet with the Board of Directors, then the Board of Directors will send written notice to the complainant advising that he/she retains the option to meet with the Board of Directors to discuss the complaint. As well, the written notice will advise that meeting with the complainant and discussing the subject matter of the complaint would likely benefit all concerned parties.
- 4.7 If the principal, administrator, or any member of the Board of Directors is a subject of the complaint, then that person(s) who is a subject of the complaint must recuse themselves from both hearing the complaint and the decision-making process.
- 4.8 When considering the merits of the issues before them, the Board of Directors will act in a manner that is fair, objective, and unbiased.

- 4.9 The Board of Directors will render a written decision regarding the complaint within 30 days subsequent to meeting with the relevant parties or reviewing the written complaint, as applicable. Reasons for the decision will be set forth in sufficient detail.
- 4.10 A copy of the decision will be delivered to the complainant and a copy will be held on file by the Board of Directors for a reasonable period of time.

5.0 Inspector of Independent Schools

- 5.1 If the complainant does not agree with the decision of the Board of Directors, then the complaint may be pursued by contacting:

Susan Penner, Inspector of Independent Schools
PO Box 9153, Stn Prov Govt
Victoria, BC
V8W 9H1

Tel: 250-356-2508
Fax: 250-953-4908

Note: The Pacific Montessori Board of Directors approved this revised policy in principal at a meeting on March 9, 2005 and it is effective as of March 9, 2005. Independent Schools' Inspector information updated September 2006.