

# Parent Complaint Procedure

Parents, or the legal guardian of a child or children, have a right to voice their concerns with regards to the education of their child(ren); however, these concerns need to be approached in the proper way and through the proper channels. When a parent feels their child(ren) have been treated unfairly, the complaint procedure shall be the following:

- a) Discuss the concern with the Teacher of that child. The Principal may be requested by the Teacher or parent to attend this meeting.
  
- b) If the discussion with the Teacher does not resolve the concern, the parent may then approach and discuss the concern with the Immediate Supervisor/Principal of the school where the child attends.
  
- c) If the parent still feels that the concern is not properly resolved, he/she must then file a written complaint, within five (5) Work Days of the incident, to the HR Administrator stating reasons for the complaint.
  
- d) When the complaint is brought to the HR Administrator, the HR Administrator shall:
  - i. respond to the complaint in writing within five (5) Work Days advising receipt of the complaint;
  
  - ii. review the file;
  
  - iii. complete an appropriate investigation.
  
- e) Based on this investigation, the HR Administration shall:
  - i. make a recommendation to the Superintendent regarding the validity of the complaint;
  
  - ii. based on the nature of the complaint and the analysis of the HR Administrator's investigation, the HR Administrator may coordinate a circle to resolve the complaint;
  
  - iii. if needed, a recommendation may be made to the Superintendent to convene a Grievance Panel.
  
- f) The Superintendent of Nipisihkopahk Education Authority shall select a panel, consisting of at least one (1) Elder and one (1) Board Member, within two (2) Work Days after the above process has been completed.

- g) The Grievance Panel shall meet within ten (10) Work Days of the selection and shall:
- i. review the parent's written complaint and all documentation surrounding the complaint;
  - ii. separately meet and hear from the parent;
  - iii. if the complaint is against a Teacher, the Teacher may be required to make a presentation to the panel;
  - iv. parent (s) will be informed that the matter is being addressed;
  - v. make a decision that day. The decision of the Grievance Panel shall be final, binding;
  - vi. in the event the complaint is against an employee of NEA, then a copy of the decision shall be placed in the Employee's personnel file;
  - vii. the HR Administrator shall advise the parent of the Panel's decision.