



York Catholic District School Board

PROCEDURE:

DISPOSITION OF COMPLAINTS AGAINST EMPLOYEES

Addendum to Policy 424: Disposition of Complaints Against Employees

Effective: September 2022

PURPOSE

This procedure is designed in conjunction with YCDSB Policy 424 Disposition of Complaints Against Employees and outlines the complaint resolution process that is to apply to all complaints.

1. Complaint Resolution Process (Refer to Appendix A):

- 1.1 The complainant should first seek resolution of a complaint with the employee and/or immediate supervisor involved, at a mutually convenient time and in a timely manner. Such complaints are not intended to address workplace disagreements with colleagues and/or supervisors which can reasonably be resolved through collegial and respectful professional dialogue without the need for the implementation of this policy.
- 1.2 If the complainant and the employee are not able to resolve the complaint in accordance with 1.1 above, the complainant may request that the matter be reviewed by the employee's immediate superordinate. The immediate superordinate will review the matter and work to resolve the complaint.
- 1.3 A superordinate who receives a complaint about another employee shall acknowledge receipt of the complaint within two (2) working days via Board electronic mail, and review the complaint resolution process with the complainant whether or not the complaint resolution process has been followed correctly.
- 1.4 If the complainant and the employee's immediate superordinate are not able to resolve the complaint within ten (10) working days, the complainant may request that the matter be reviewed by the school's or department's Superintendent. The Superintendent will review the matter as it relates to established policies and procedures, and operational practices. The Superintendent will attempt to resolve the complaint and will respond to the complainant about their final determination in writing via Board electronic mail within ten (10) working days. Any Trustees who have been made aware of the complaint shall be notified when the matter has been resolved.
- 1.5 If the complainant and the Superintendent are not able to resolve the complaint, the complainant may request that the matter be reviewed by the Director of Education or designate. The Director of Education or designate will review the matter and respond to the complainant about his/her complaint in writing within ten (10) working days. In extenuating circumstances, the Director of Education may extend the timelines outlined in these parameters.

