

# COMPLAINTS PROCEDURES

If and when problems do occur in relation to the school, the procedures outlined below should be followed. These procedures apply to anyone wishing to make a complaint.

## ***Concerning Academics, Athletics, Any Extracurricular Activity, and/or Staff***

Any issue should first be brought to the attention of the teacher or staff member most directly involved in the matter and able to address said concern. Students and parents may wish to CC: the appropriate Grade-Level Coordinator in any email correspondence.

If the issue concerns academics, the Department Head will only discuss the matter after the teacher concerned has had opportunity to respond.

If the issue concerns athletics, the Athletic Director will only discuss the matter after the coach concerned has had opportunity to respond.

Should correspondence with the teacher or staff member involved fail to resolve concerns, then the student/parent may wish to involve a member of the Administration in further discussions.

Both complainants and respondents can find full procedures laid out in [the CISVA Major Complaints Policy 302](#).

## ***Concerning School Fees or a Confidential Area***

If the difficulty concerns payment of school fees or a confidential area, one of the following persons should be contacted to discuss the matter: the Principal, the Chairperson of the Education Committee, or the Archbishop's Representative.

PLEASE NOTE: It is school policy for all families to use pre-authorized debit (PAD) for the combined monthly capital levy and tuition payments and monthly financial participation fees.

For families not wishing to pay by pre-authorized debit (PAD), a lump sum payment will be accepted by a cheque dated for June 1.

## ***Concerning School Governance, Policy, Regulations, Sanctions and/or Admin***

If the issue concerns any aspect of school governance, including policy, regulations, or sanctions, and/or some member of the Administration, the family or student should contact the Notre Dame Education Committee in writing. The Chair can be reached via email ([ndec.chair@ndrs.org](mailto:ndec.chair@ndrs.org)).

ND students and families are expected to know and follow school policy and regulations, as outlined in this Handbook. School sanctions are also a matter of policy, and families and students are strongly advised to be fully familiar with sanctions and the sanctions process concerning detentions, suspension in school and away from school, probation, contract, and expulsion.

A parent/guardian who wishes to make a complaint about a sanction applied by a school administrator to his/her son/daughter may do so by writing to the Education Committee.

When a parent/guardian does decide to make a complaint, it is very important that the parent/guardian state the full facts surrounding a student's behaviour and the exact reasons why the parent/guardian is making the complaint to the Education Committee.

The Education Committee will respond to the complaint in writing, and may in some circumstances invite the parent/guardian, and also the student concerned, to attend a meeting of the Education Committee's Executive.