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### Rationale

In order that all concerns can be given respectful attention a process is required that provides clear procedures for addressing these concerns in a fair manner.

The regulations provide a process that can be communicated to all members of the school community who may have concerns about the school, its employees, students or parents.

### Definitions:

- days for the purpose of this policy refers to days the school is in session.

means a person with first-hand knowledge of the event.

### Policy

Concerns of individuals and/or groups will be addressed in a spirit that reflects the philosophy of the Catholic Independent Schools of the Diocese of Victoria (CISDV). Those concerned will try to resolve the issue in a Christian manner respecting each other's point of view. The attendant regulation to this policy provides steps to be taken if an agreeable solution cannot be achieved at a particular level.

This policy applies only to complaints that are outside of the Collective Agreement.

### Procedure



The Board of Director's expectation is that appeals will be initiated within seven (7) days of the date that the employee was informed of the decision, unless the employee can demonstrate that there are reasonable grounds to extend this deadline (e.g. the employee have been involved in discussions to resolve the issue which is the subject of the appeal).

An appeal or major complaint where the desired outcome has financial implications should be forwarded to the Board of Directors for review.

If the complaint relates to the Principal begin at step 3.

1. Step One: If no agreeable solution is achieved, the complainant may within 7 days refer his/her concern in writing to the school Principal together with any relevant written material.
2. Step Two: The school Principal will gather any relevant information about the concern and meet with both lev







CATHOLIC INDEPENDENT SCHOOLS OF THE DIOCESE OF VICTORIA  
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Application for Appeal made by an Employee

1. Information about the employee bringing the appeal:

Name of Employee:

First \_\_\_\_\_

6. Suggest a solution that would satisfy you:

\_\_\_\_\_  
Signature of the Employee

\_\_\_\_\_  
Date