



**Westbridge Residential School  
and Halswell Residential College**



**Combined Board of Trustees**

**COMPLAINTS POLICY**

**Background**

The schools are committed to resolving all complaints fairly, equitably and promptly. Anyone is able to make a complaint. Complaints may involve people, events, policies and protocols.

1. In the first instance, attempts should be made to resolve complaints internally, informally and at the lowest possible level. (This clause does not negate the right of any person to make a complaint directly to the Board, however in this context the Board would most likely refer the complaint/complainant to the Principal, and not take any immediate action in response to the complaint).
2. If the complainant is not satisfied with the initial attempt to resolve the complaint and if the initial complaint was made verbally, the complainant should then detail the complaint in writing, forwarding this to the Principal for consideration.
3. In the event that an internal resolution to the complaint fails, the Principal may refer the complaint to the Board of Trustees for consideration. The Board may resolve to establish an ad hoc Complaints/Disputes Committee to consider the complaint.
4. A complaint against the Principal should be made in writing to the Chairperson of the Board of Trustees.
5. The Principal will promptly inform the Board Chairperson of all verbal and written complaints of a serious nature.
6. Complaints and their resolutions will be documented and securely filed. The Board Chairperson may request access to this complaints documentation.
7. Complaints will be treated in confidence. However, in the interests of natural justice, and if the complaint is about a person or persons, then that person or persons will have the opportunity to see all details of the complaint and formulate a reply adhering to the provisions of the appropriate Collective Agreements for problems solving/employment investigations. Every attempt will be made to maintain the privacy of the complainant.

8. The Principal, on the receipt of a verbal complaint may at her/his discretion decide to take no action if satisfied the complaint is frivolous or vexatious.
9. The Principal, on receipt of an unsigned/anonymous written complaint, will determine whether or not the complaint appears to be a serious one and the probability of it being factually correct, prior to determining what, if any, investigation of the matter will follow. The Principal should seek the advice of the Board Chairperson in this situation.

**Prepared by:** Combined Board of Trustees

**Date of Approval:** 16 June 2017

**Review Date:** June 2020

**Version:** 1a