



### **1.0 Purpose**

1.1 The Nord Country School Board recognizes that from time to time students may have complaints that require administrative attention. The purpose of this policy is to ensure student complaints are handled in a respectful, confidential, and timely manner according to policy.

### **2.0 Notification**

2.1 Students who wish to file a complaint against personnel, another student or a program may notify their teacher or the Administrator.

### **3.0 Procedures**

3.1 Depending upon the nature of a complaint the pupil will be provided information concerning the applicable policy and procedures to be followed.

3.2 If there is no applicable policy or procedures, administration will undertake a responsible inquiry into the pupil's complaint to ensure it is reasonably and swiftly addressed.

3.3 When appropriate, a written statement of the pupil's complaint will be obtained from the student.

### **4.0 Confidentiality**

4.1 Complainants will be notified that information obtained from the pupil and thereafter gathered will be maintained in a manner as confidential as possible. In some circumstances absolute confidentiality cannot be assured.

### **5.0 Non-Retaliation**

5.1 Complainants will be advised that they will be protected against retaliation as a result of the filing of any complaints or participation in any complaint process.

### **6.0 Resolution**

6.1 The administration will investigate student complaints appropriately under the circumstances and pursuant to the applicable procedures, and if necessary, take appropriate remedial measures to ensure effective resolution of any complaint.

### **7.0 Adoption and Review**

7.1 Originally Adopted: 03/15/2007

7.2 Most Recent Revision: 02/26/2025