

COMPLAINT POLICY

Definition of Terms:

- **Parent** – means in respect of a student (Grades 1-12) or child enrolled in an early childhood services program, the relevant individual referred to in the definitions section of the Education Act.
- **Staff** - means any person employed by Phoenix in any capacity. This includes anyone providing a service on behalf of the Foundation such as volunteers, educational assistants or other professionals.
- **Student** – means a person who is in accordance to the School Act:
 - (1) Enrolled in a school or
 - (2) Required under section 7 to attend school but does not include a child younger than 6 years of age who is enrolled in an early childhood services program.

References:

This policy references the Education Act 31-32, Private Schools Regulation and Parent Code of Conduct, Student Codes of Conduct, and Staff Code of Conduct as found in the Phoenix Staff Manual or on the Phoenix website.

Education Act - Student Responsibilities 31

A student, as a partner in education, has the responsibility to:

- (a) attend school regularly and punctually,
- (b) be ready to learn and actively engage in and diligently pursue the student's education,
- (c) ensure that the student's conduct contributes to a welcoming, caring, respectful and safe learning environment that respects diversity and fosters a sense of belonging,
- (d) respect the rights of others in the school,
- (e) refrain from, report and not tolerate bullying or bullying behaviour directed toward others in the school, whether or not it occurs within the school building, during the school day or by electronic means,
- (f) comply with the rules of the school and the policies of the board,
- (g) cooperate with everyone authorized by the board to provide education programs and other services,
- (h) be accountable to the student's teachers and other school staff for the student's conduct,
- (i) and positively contribute to the student's school and community.

Education Act - Parent Responsibilities 32

A parent has the prior right to choose the kind of education that shall be provided to the parent's child, and as a partner in education, has the responsibility to:

- (a) act as the primary guide and decision-maker with respect to the child's education,
- (b) take an active role in the child's educational success, including assisting the child in complying with section 31,
- (c) ensure that the child attends school regularly,
- (d) ensure that the parent's conduct contributes to a welcoming, caring, respectful and safe learning environment,
- (e) co-operate and collaborate with school staff to support the delivery of specialized supports and services to the child,

- (f) encourage, foster and advance collaborative, positive and respectful relationships with teachers, principals, other school staff and professionals providing supports and services in the school, and
- (g) engage in the child's school community.

Background:

The Phoenix Education Foundation believes that every child has a right to learn, explore and grow! We fully support all efforts to develop individual potential, in so much as, it does not infringe upon any other person's freedom to do likewise or damage the reputation of the Foundation.

The Board of the Phoenix Education Foundation believes that its public and staff deserve to have their concerns and complaints dealt with in a responsive, courteous, helpful and problem-solving manner.

Policy:

The Board mandates that concerns and complaints raised by members of the school community and public be responded to promptly and professionally by a Board appointed person with the goal of resolving the issues.

Requirements:

1. Complaints and concerns shall first be directed to the person(s) they are about, (the object of the complaint or concern) or the person who has direct responsibility for the situation giving rise to the complaint or concern.
2. If the complainant remains unsatisfied after working through an issue as described in requirement number 1, then the complainant should take the concern to the immediate supervisor of the person(s) object of or responsible for the complaint. The complaint must be in writing.
3. The supervisor handling the complaint shall use a professional and systematically designed process to work towards resolution.
4. Staff will have the full legal and moral support of the Board when following the established complaint management process.
5. If the complainant remains unsatisfied after working with the supervisor, then the complainant may take the concern to the Board. The complaint must be in writing.
6. The Board will collect relevant information, review the process used and render a decision. The complainant will be notified in writing of the decision. This decision is final.
7. Persons exhibiting abusive or harassing behaviour towards staff or students will be subject to the full weight of those actions provided for under the law.

Date Reviewed: Feb. 9, 2017, April 5, 2023

FORM - OH, NO! SOMETHING HAS GONE WRONG!

We aim to please but sometimes something goes wrong. At Phoenix we have a process for investigating a complaint. This ensures that everyone does their part and that all complaints are treated fairly. This form will help you understand the process and help us understand the situation. Thank you for taking the time to fill it out.

Your Name: _____ Today's Date: _____

Is your complaint about a person: ___ Staff ___ Parent ___ Child ___ Other

Who was involved? _____

Where? _____ When? _____

What happened? _____

STEP 1: Our policy requires that you first attempt to resolve the matter with the person(s) directly involved. When did you attempt to resolve the matter? _____ Please tell us what steps you have taken in this regard:

STEP 2: Thanks for trying! **Now it's our turn!** A copy of this form will now be given to you so that you will know what will happen with your complaint. Please review our complaint policy on our website – www.phoenixfoundation.ca. We will now initiate an investigation. This means talking to the various parties that are involved. This can take anywhere from 1-3 weeks in accordance to the school calendar as most of our staff are part-time and many of our students are not on site at all times. If this is an illegal and/or criminal act or presents an immediate threat to someone's health or safety, this timelines may not apply. ****This part is for us to fill out so we don't forget any important steps!****

Date investigation started: _____ By: _____

People we will need to talk to: _____

Policies to check: _____

Additional information: _____

Professional Advice: _____

Notes: _____

STEP 3: After seeking to understand the situation from all sides, reviewing our policies and consulting any third party professionals needed to completely understand the situation, the supervisor will initiate or recommend a course of action. This may include reporting the complaint to an appropriate outside organization such as Social Services, the Calgary City Police or the Office of Public Interest Commissioner. If the complaint is referred to an outside organization, their processes shall apply and our investigation shall be considered closed. We will share all relevant information with them.

ACTION PLAN OR RESOLUTION:

STEP 4: Inform parties of the decision, solution or action plan. Ok, supervisor . . . how did you do this? And when?

STEP 5: Now that you have received a resolution, what happens if you are still not happy? You can write a formal letter to the board. Please make sure you include your name, address and phone number. Briefly summarize the situation. Mail it in a sealed envelope to:

PHOENIX BOARD OF DIRECTORS
320 19 Street SE
Calgary, AB T2E 6J6

STEP 6: The Board Secretary or Chair will open your letter and add it to the next meeting agenda. They may request the supporting documentation including a copy of this form. They may also request the supervisor in charge of the matter to attend the next board meeting. Everything will be reviewed and a judgment rendered. This can take up to two months and this decision is final.

FINAL BOARD RESOLUTION:

Date: _____