



**NATURAL JUSTICE – PROCESS FOR
RESOLUTION OF CONCERNS**

Adopted: 2006-05-09	Reviewed:	Amended: 2015-02-10 2015-10-27 2021-03-30
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POLICY

SUBJECT: **NATURAL JUSTICE – PROCESS FOR RESOLUTION OF CONCERNS**

Complaints received concerning the decision or conduct of a staff member or volunteer should be addressed according to the principles of Natural Justice as established by the regulations attached to this policy.

Natural Justice is a process that empowers complainants and pertinent staff to solve problems at their perceived source.

Issues pertaining to misconduct will be dealt with through appropriate processes as defined in staff collective agreements (Article E.20, FCTA Collective Agreement).

Management and Board decisions made through the Natural Justice process are grievable as per staff collective agreements.

Staff decisions can be appealed to the Board as per Bylaw #21 – *Student Appeals*.



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REGULATIONS

SUBJECT: **NATURAL JUSTICE – PROCESS FOR RESOLUTION OF CONCERNS**

1. Complaints received concerning the conduct or decisions of a staff member or volunteer will be addressed in the following manner:
 - a. The complainant will be referred to the staff member or volunteer concerned for resolution of the complaint.
 - b. If the complainant refuses to meet with the staff member or, if resolution is not achieved in step (a), the complainant will be referred to the Principal/Vice-Principal who will arrange a meeting with the staff member, the complainant, and the Principal/Vice-Principal. Any action will be taken within forty-eight (48) hours.
 - c. If, after the meeting in Step (b), resolution is not achieved, the complainant will be referred to the Assistant Superintendent or designate as appropriate; the staff member will be notified, and any action will take place within forty-eight (48) hours.
 - d. If, after the meeting in Step (c), resolution is not achieved, the complainant will be referred to the Superintendent/Secretary-Treasurer or designate as appropriate; the staff member will be notified, and any action will take place within forty-eight (48) hours.
 - e. If resolution is not achieved in Step (d), the complainant will be referred to the Board Committee of the Whole, which will meet with the complainant and the staff member and will make a recommendation to the Board for resolution; the staff member will be notified, and any action will take place within ninety-six (96) hours.
2. In Steps (b), (c), (d) and (e) the staff member will be provided an opportunity to present his/her case and be accompanied by an individual of their choosing.
3. In Steps (b), (c), (d) and (e) the complainant will be provided an opportunity to present his/her case and be accompanied by an individual of their choosing. If the complainant is a parent, the parent will be provided with resource material on parent advocacy organizations they can access.
4. Trustees shall conduct themselves in accordance with [Trustee Code of Conduct Bylaw #17](#).
5. All partner groups will make every reasonable effort to communicate this policy to their members.