



Complaints Procedure

Purpose

Administration and school staff at Carlyle School are dedicated to providing the best possible environment and experience for its students and community. We are committed to working closely with parents/guardians and the community to ensure that their voices are heard.

Our aim is to build a culture of trust and respect. We want to encourage our school community to speak openly about observations that help promote a valuable learning place.

It is our hope that most complaints and concerns will be resolved quickly and informally. In the event that further intervention is required, the following steps can be taken.

Definition of a complaint

A complaint is an expression of dissatisfaction. All complaints will be taken seriously and dealt with accordingly.

Solutions Procedures

In all cases where the complaint concerns the functions of the English Montreal School Board and the services provided at the school or centre level, the complaint shall first be made to the following persons in the following order:

1. A complaint may be made in person, by phone, by e-mail or in writing. Any complaint must firstly be directed to the source of the perceived problem (i.e. student, teacher, support staff member, administrator, community member, etc...). Please note that any complaint must be made in a timely manner, ideally as soon as possible following the incident.
2. In the event that the issue has not been resolved following step 1, the complaint will be forwarded and reviewed by administration for resolution.
3. In the event that the issue has not been resolved following step 2, the complaint will be forwarded and reviewed by the Sector Director and/or the Director of the relevant service concerned.

4. In the event that the issue has not been resolved following step 3, the complaint will be forwarded to the Assistant Director General or Director General of the EMSB.
5. If the response received is not satisfactory, a written complaint may be submitted with the Secretary General of the English Montreal School Board.
6. The Secretary General will contact those involved within five working days of receiving the complaint and will guide them through the necessary steps.
7. In the event that the issue has not been resolved following step 6, the complaint will be forwarded to the Student Ombudsman.
8. Once all the necessary steps have been followed, if the person is still dissatisfied with the manner in which their complaint was handled or with its outcome, they may refer the matter to the Student Ombudsman, in writing, within 90 days of the incident in question. See section on [Student Ombudsman](#).

References

EMSB [By-Law No. 8 Complaint Examination Procedure](#), 2020

EMSB [Complaint Procedures \(Student\)](#), 2020