

# Chinook Complaint Resolution Guide

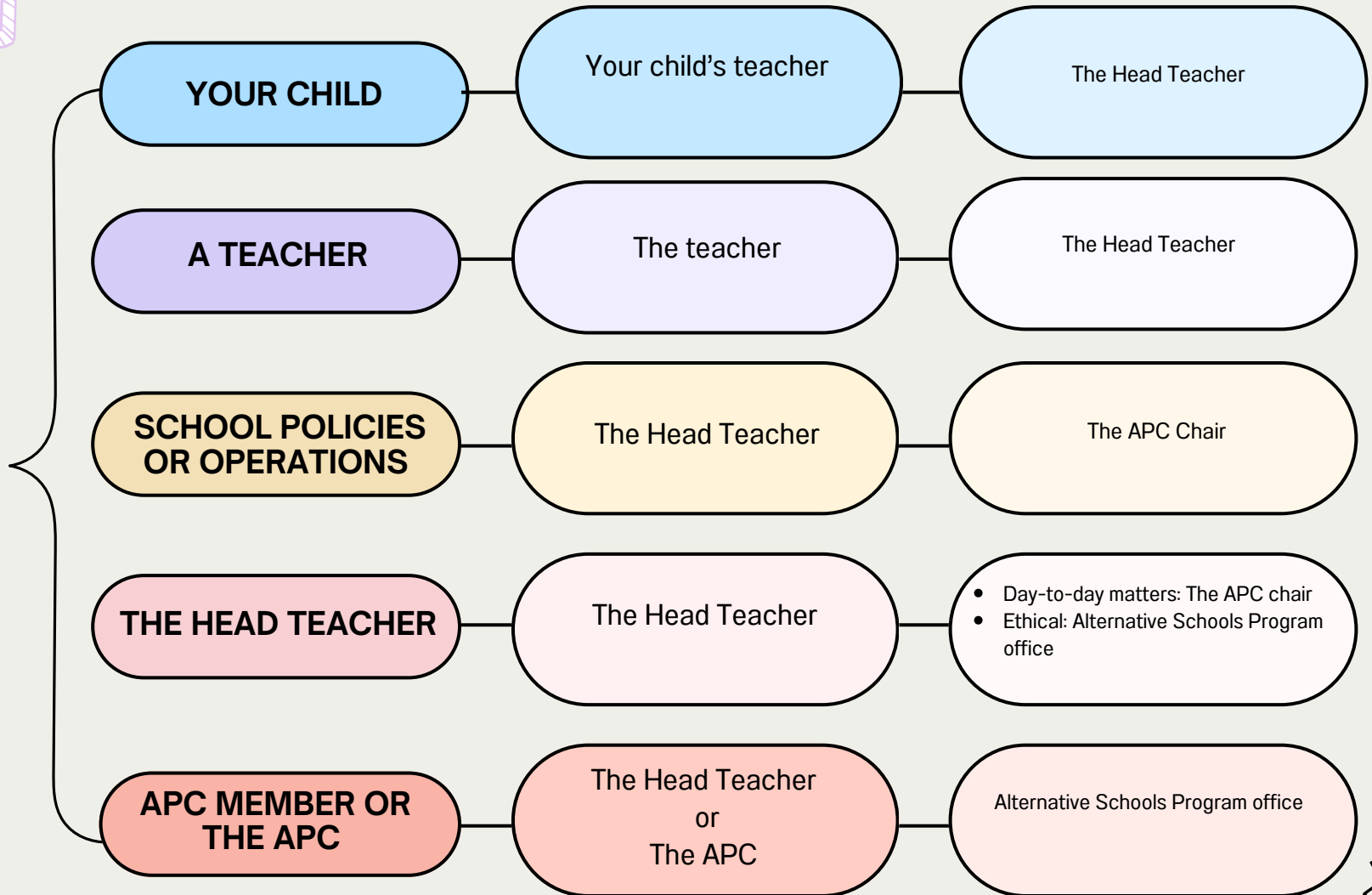


For general school questions, contact the Administrative Secretary, your child's teacher or the Head Teacher.

If the issue is not resolved, contact the following with an account of your attempts to resolve the matter:



WHO TO CONTACT WITH A CONCERN ABOUT...



If your concern deals with harassment, safety or criminal activity please contact the Head Teacher immediately.

# MAKING A COMPLAINT TO THE APC

Please provide a detailed written account of the complaint, including relevant facts, actions taken to resolve the issue, the outcomes, and why you are dissatisfied. Also, please specify the desired outcome or action from the APC.

## COMPLAINT RECEIVED

Action will be taken at the next regularly scheduled board meeting.

## ASSIGN COMPLAINT TO SUBCOMMITTEE TO INVESTIGATE, WITH TIMELINE

Written findings to APC

## APC DECISION

Written statement submitted to complainant

## SCHEDULE AND CONDUCT CLOSED SESSION TO ADDRESS CONFIDENTIAL MATTER

Statement of Action or No Action made in open session

## COMPLAINT UNRESOLVED?

Contact the FNSBSD to move through the district's complaint process.