

# Montmorency Secondary College

## Concern or Complaint Management Process

### Parent concern or complaint

Montmorency Secondary College is committed to working collaboratively with the school community to best serve the interests of its students. A parent may raise a concern or complaint about any aspect of a school's operations. In the first instance, they should take a concern or make a complaint to the school. Any complaint raised with the regional or central office that has not been raised at the school level will be referred to the school for resolution (unless there are special circumstances which prevent the school from managing the complaint).

### School principal determines appropriate complaint procedure

Concerns and complaints relating to a school are most effectively addressed by the school. A school must make every effort to resolve a concern or complaint related to it before involving other levels of the Department.

After due consideration of the issues raised by the complainant a school principal is to determine the most appropriate way to address a concern or complaint, either by:

- Using the school's established concerns and complaints procedures, or
- As outlined under legislated and other complaints processes

The following diagram shows the process by which a concern or complaint made to a school by a parent about any aspect of their child's education will be addressed.

