

FRASER ACADEMY

COMPLAINT AND/OR CONCERN PROCESS

It is Fraser Academy's goal to respond to concerns and problems raised by the Fraser Academy community as soon as possible after they are brought to our attention. We are interested in suggestions from the community and from the staff for ideas they would like to see implemented as part of the Fraser Academy program. We know that from time to time problems may occur. We would like to see those problems resolved in an amicable manner. It is necessary for the success of the school for the community and the staff to always seek a resolution of problems within the framework of the school's organizational structure. In the event someone has a concern or a complaint that cannot be resolved on a one to one basis with the party directly involved, we encourage that individual to put their complaint or concern in writing using the form provided on the school website and in the school office.

The following procedure will be used to address concerns and/or complaints:

1. Any complaint or concern which falls within the scope of another policy adopted by Fraser Academy will be addressed in accordance with that policy as stated in the Fraser Academy Parent or Staff Handbook.
2. Any complaint or concern that does not fall within the scope of another adopted policy shall be referred to the Director, unless the complaint or concern is about the Director, in which case it may be directly referred to the Board Chair. A Director Complaint is defined as one that alleges unlawful Director conduct including, but not limited to, harassment and discrimination.
3. The Director or Board Chair will contact the complainant or concerned individual within a reasonable period of time to discuss the complaint or concern and to determine whether further action is required.
4. The Director has broad discretion to resolve the complaint or concern and to determine what if any further action is required. The Director's decision is final.
5. If the Complaint is about the Director, the Board Chair will contact the Board's legal counsel to determine the appropriate course of action based on the nature and severity of the complaint allegation.