



Complaint Handling Protocol

Giant Steps School

2025-2026



COMPLAINT HANDLING PROTOCOL

1. PURPOSE

This protocol aims to define a clear and effective procedure for handling complaints made by students, parents, staff members, and any other stakeholders of Giant Steps School. It ensures fair and equitable resolution of disputes while respecting the principles of transparency, confidentiality, and continuous improvement.

2. SCOPE

This protocol applies to all complaints relating to the operation of the school, the services offered, the conduct of staff or students, as well as any other situation deemed unsatisfactory by a member of the school community.

3. GUIDING PRINCIPLES

- **Respect and caring:** All complaints are handled with respect and in a spirit of collaboration.
- **Confidentiality:** The identity of the individuals involved and the content of the complaint remain confidential.
- **Timely handling:** Complaints are reviewed as quickly as possible.
- **Impartiality :** An objective and fair process is ensured for all parties concerned.

4. COMPLAINT HANDLING PROCEDURE

4.1. Filing a complaint

Anyone wishing to file a complaint must follow these steps:

1. Express the complaint informally directly to the person concerned, if appropriate and possible (teacher, educator, assistant, staff member, coordinator).
2. If the situation is not resolved, submit the complaint in writing to the responsible staff member (teacher, specialist, administration, etc.).
3. If no satisfactory solution is found, submit a formal complaint to the school administration.

4.2. Review and follow-up of the complaint

1. The administration acknowledges receipt of the complaint within five (5) working days.
2. An investigation may be carried out in order to gather the necessary information
3. The administration organizes a meeting with the parties concerned to find a solution (action plan, accommodations, reorganization, etc.).



4. An analysis of the different accounts of the facts and any supporting documents is carried out. If necessary, the administration may request further clarification.
5. An official response is communicated to the person who filed the complaint within fifteen (15) working days.

4.3. Recourse in case of dissatisfaction

1. If the response from the school administration does not satisfy the complainant, they may address their complaint to the school's Executive Director.
2. If the situation remains unresolved, the complaint may be referred to an external mediator or to the Board of Directors.

5. UPDATING AND CONTINUOUS IMPROVEMENT

This protocol is reviewed annually to ensure its effectiveness and to introduce any necessary improvements in order to maintain a respectful and harmonious school climate.

Approved by the Board of Directors on August 20, 2025.