

## Student/Family Human Rights Issue, Incident and Complaint Resolution Procedure - Summary

This procedure outlines the different ways that students/families can choose to safely bring forward human rights issues, incidents and complaints involving employees<sup>1</sup>, and how they will be resolved.

Students/families can raise issues through an informal process at the school level, or through a formal complaint process. Whichever process the students/families choose, the District takes all human rights issues, incidents and complaints seriously and will not condone or ignore allegations of discrimination. The procedure outlines key principles processes that will be upheld in both processes. The District will:

- Maintain confidentiality and handle issues, incidents and complaints with sensitivity
- Consider and provide appropriate safety measures and supports
- Address the matter as quickly as possible and, where appropriate, focus on early resolution and restorative practices
- Take appropriate corrective action for violations of the [Human Rights, Anti-Discrimination and Anti-Racism Policy](#) to prevent discrimination from happening again, which may include:
  - Learning/training or other systemic actions (for example, changes to procedures)
  - Discipline up to and including termination, subject to the principles of progressive discipline
- Use transparent processes and regularly communicate with students/families and employees so that they know what steps are being taken to address the issue or complaint
- Monitor and follow up to determine if additional steps/actions need to be taken
- Review issues, incidents and complaints data to address potential systemic issues.

### Option 1: Issue and Incident Informal Resolution Process

Students/families can report an issue or incident to any staff member. Employees must take steps when they become aware of a potential human rights issue or incident (even if it isn't reported by a student/family), including:

- Interrupting and stopping the discriminatory conduct
- Addressing any immediate safety needs or supports
- Reporting the issue or incident to the principal.

The principal and superintendent will review if further action needs to be taken, including potential corrective/disciplinary action, or convening an Integrated Response Team to further address the matter.

All hate crimes will be reported to the Superintendent of Positive School Climates and Durham Region Police Services.

## Option 2: Formal Complaint Process

Student/families can tell the school superintendent or fill out a complaint form (*coming soon*) and send it to the school superintendent. The superintendent will do an initial assessment and address the complaint through potential direct action, mediation or investigation. The procedure outlines each of these steps, including the full investigation process and what happens after the investigation is finished.

For more information about rights, responsibilities and the processes outlined above, please read the full [Student/Family Human Rights Issue, Incident and Complaint Resolution Procedure](#).

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<sup>i</sup> Student complaints against other students will be addressed through the DDSB's [Code of Conduct](#). The Code of Conduct outlines the expectations and potential outcomes for students, families and community members.