



# *Immaculata Regional High School*

## **PARENT and STUDENT HANDBOOK**

### **VISION STATEMENT**

*Immaculata: a family that fosters excellence*

### **MISSION STATEMENT**

*We are an educational community pursuing excellence and developing the whole person while striving to see and bring forth Christ in others*

**Mr. Rob Plaxton**, Principal

**Mr. Bruno Oliveira**, Vice Principal

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## **WELCOME TO IMMACULATA**

Immaculata Regional High School is a Catholic High School, established by the Catholic Public School Society of Nelson Diocese under the direction of the Kelowna Catholic Public School Council. Immaculata presents itself in service to the students and families in our Catholic community.

We are a community of teachers, support staff, clergy, parents and students engaged in the common task of empowering each student to learn how to do all that he/she is capable of doing. This development of strong capable young people, with clear perceptions of their personal capabilities and high self-esteem should not be left to chance. The school's role in the midst of our ever changing society is to give students good judgement and decision- making skills to enable them to cope with many new challenges. They must learn interpersonal skills so they can relate well with other people.

Students must leave school with a well-developed spiritual life, a high degree of self-awareness, empathy for social justice and third world ministry, and the ability to help their friends at a time of crisis.

Immaculata Regional High School works to be identified as a safe place - a place where student learning takes place amid caring and sharing people.

## **SCHOOL HISTORY**

In 1860, Father Pandosy, an Oblate Missionary, moved to the Mission Creek area, took out a pre-emption on a small tract of land and by 1885 Okanagan Mission comprised some two thousand acres. By 1884, besides residences, the settlement included a large mission church and the first school in the southern interior. Father Pandosy must thus be credited with planting the first "seed" of Catholic education in the Central Okanagan.

In 1938, the Sisters of Charity began formal instruction. By September 1950, St. Joseph's Elementary School officially opened for instruction of grades K-7 inclusive. With the completion of Immaculata High School in 1960 a complete Catholic education from Kindergarten to Grade 12 was realized. The Sisters of Charity of Halifax ably assisted the first principal.

In 1979, the Basilian Fathers first became involved in our schools. Immaculata was officially under the direction of the Basilian Fathers until 1992. Plans for a new facility were begun in earnest.

In September 1995, through the perseverance of Bishop Peter Mallon a new Immaculata Regional High School was opened. The new facility can house 300 students, with plans to expand to 600 students when needed.

## SCHOOL STAFF

### ADMINISTRATION:

Mr. Rob Plaxton, B.Ed., M.Ed. Principal  
Mr. Bruno Oliveira, B.A, B.Ed., M.A. Vice-Principal

### CHAPLAIN:

Rev. Gerald Sekanga

### COUNSELLOR:

Mr. Brian Drosdovech, B.PE., B. Ed

### TEACHERS:

Mr. Jamie Boreham, PE, Athletic Director  
Ms. Michelle Daoust, B.A., B.A. Hons., B. Ed.  
Mr. Paul Freire, B.Ed.  
Mrs. Angela Griffin, B.A., B.Ed.  
Mr. Connor Hanak, B.Ed.  
Mrs. Heather Hrasko, B.Ed.  
Ms. Jadewyne Jordan, B.Ed., B.A. History  
Mr. Mike Kouwenhoven, B.A., B.Ed.  
Mr. Grant Richard, B.A., Dip. Ed., M.A.  
Mrs. Rhonda Sali, B.Sc., PDP, M.Ed.  
Mrs. Freya Vos, B.Sc., Dip.Ed.  
Ms. Heather Weidner, B.Ed.  
Mr. Mike Wilson, B.Sc., Dip.Ed., M.Sc.  
Mr. Michael Witkowski, B.Ed.

### SCHOOL OFFICE STAFF:

Miss Paula Despins  
Mrs. Tanya Sturgeon

### RELIGIOUS PROGRAM COORDINATOR:

Mr. Jeremy de Haan, M.Div.

### LIBRARIAN:

Mrs. Ingrid Uhrich

### INTERNATIONAL PROGRAM COORDINATOR, STUDENT RECRUITMENT, AND MARKETING:

Mr. Blaine Melnyk, B.A., B.Ed., M.A.

### ASSISTANT HOMESTAY COORDINATOR:

Mrs. Shelley Brodeur

### INTERNATIONAL STUDENT SUPPORT COORDINATOR/ELL Instructor:

Mrs. Andrea Koebel, CEA, TESL

### SPECIAL EDUCATION DEPARTMENT COORDINATOR:

Ms. Amanda Bukowsky, B.A., B.Ed.

### SPECIAL EDUCATION DEPARTMENT:

Mrs. Rocio Alvarez, CEA  
Mrs. Carol Cameron, EA  
Mr. Ron Gibb, CEA  
Mr. Darrin Mathieu, CEA  
Mrs. Rachel Diolata-Milne, CEA  
Mrs. Tanis Rantucci, EA  
Mrs. Cindy Ross, CEA

### CUSTODIAN:

Mr. Ray Puno

### TIME SCHEDULE

- Schedule 2 refers to Mass Days or Special Event Days
- Each week, Monday 3<sup>rd</sup> Block will be replaced by X Block (HACE, Planning, Grad Transitions)

| Time  | Day 1                        | Day 2 | Day 3 | Day 4 | Day 5 | Day 6                                   | Day 7 | Day 8 |
|---|------------------------------|-------|-------|-------|-------|---|-------|-------|
| 8:38-WELCOME BELL<br><b>8:43-9:46</b><br>Schedule 2: 8:40-9:30                | 2                            | 7     | 4     | 1     | 6     | 3                                       | 8     | 5     |
| <b>9:50 – 10:53</b><br>Schedule 2: 9:35-10:25                                 | 3                            | 8     | 5     | 2     | 7     | 4                                       | 1     | 6     |
| <b>BREAK</b>  | <b>10:53</b><br><b>11:01</b> |       |       |       |       | <b>Schedule 2</b><br><b>10:25-10:30</b> |       |       |
| <b>11:05-12:08</b><br>Schedule 2: 10:35-11:25<br>Period 4: (Mass) 11:30-12:25 | 1                            | 6     | 3     | 8     | 5     | 2                                       | 7     | 4     |
| <b>LUNCH</b>  | <b>12:08</b><br><b>12:49</b> |       |       |       |       | <b>Schedule 2</b><br><b>12:25-1:15</b>  |       |       |
| <b>12:55-1:58</b><br>Schedule 2: 1:20-2:10                                    | 5                            | 2     | 7     | 4     | 1     | 6                                       | 3     | 8     |
| <b>2:02-3:05</b><br>Schedule 2: 2:15-3:05                                     | 4                            | 1     | 6     | 3     | 8     | 5                                       | 2     | 7     |

## IMMACULATA REGIONAL HIGH SCHOOL COUNCIL

**Art Therrien, Superintendent CISND: (250) 762-2905**

|                                     |  |
|-------------------------------------|--|
| <b>Council Chair</b>                | Darold Sturgeon                        |
| <b>Secretary</b>                    | Fran Jenkins                           |
| <b>PSG Report - Council Liaison</b> | Anne Marie Rasmussen                   |
| <b>Education</b>                    | Rita Smith                             |
| <b>Finance</b>                      | Darold Sturgeon                        |
| <b>Ways &amp; Means</b>             | Vacant                                 |
| <b>Public Relations</b>             | Vacant                                 |
| <b>Maintenance</b>                  | Frank Prehofer                         |
| <b>Immaculata Principal</b>         | Rob Plaxton                            |
| <b>School Chaplain</b>              | Fr. Gerald Sekanga/Fr. Bart van Roijen |

## IMMACULATA REGIONAL HIGH SCHOOL PARENT SUPPORT GROUP

|                        |                                   |
|------------------------|-----------------------------------|
| <b>President</b>       | Val Cocar                         |
| <b>Vice President</b>  | Maria Macdonell                   |
| <b>Secretary</b>       | Nica Graziotto/Jennifer Spelliscy |
| <b>Treasurer</b>       | Nancy Curatolo                    |
| <b>Council Liaison</b> | Anne Marie Rasmussen              |
| <b>Fundraising</b>     | Leigh-Ann Sullivan                |
| <b>Hospitality</b>     | Renae Clarkson/Anna Portz         |
| <b>Hot Lunch:</b>      | Leigh-Ann Sullivan                |
| <b>Bottle Drive:</b>   | Susanne Taylor                    |

### PSG INFORMATION

Meetings take place every 4<sup>th</sup> Wednesday of the month in the school library starting at 6:30 P.M. We are proud of the parent involvement at Immaculata. As parents we have the privilege to be involved in ways that encourage a higher quality of education and a greater community atmosphere. Being involved as parents show a sense of duty and commitment to our children's education and ownership in what happens within the school. Our involvement is also a testimony to our children of how important they are to us and an example to them of service to others. All parents of students in Immaculata are PSG members and are welcome and encouraged to attend our monthly meetings and become involved in some of the issues and decisions involving our school. Parents are also welcome to attend sporting events and games, dances (as chaperones), fund raising events, Mass/Para-Liturgies, seminars sponsored by the PSG, Teacher/Student/Parent Conferences, and Rooted In Faith, to name a few.

## CODE OF CONDUCT

|                      | <b>School Wide (hallways, gym, outside, bathroom)</b>   | <b>Classroom</b>  | <b>Assembly (Monday morning, Mass, special occasions)</b>   |
|----------------------|---|---|---|
| <b>Be Respectful</b> | Use appropriate language<br>Follow dress code<br>Respect the property (litter, recycle, equipment, vandalism)<br>Return borrowed items<br>Respect personal space<br>Address staff, guests, adults appropriately                   | Abide by the cell phone agreement<br>Classroom time is learning time for everyone<br>Respect others' opinions and property  | Be attentive to the speaker<br>No cell phones<br>Active participation (when appropriate, O Canada, responses for Masses, applause)<br>Proper mass etiquette<br>Proper dress code<br>Enter/exit respectfully |
| <b>Be on Time</b>    | Use break time wisely (use washrooms, drinks, eating, get organized)<br>Honour commitments to extra-curricular activities<br>Sign in/out as required  | Be on time and prepared for classes and homeroom<br>Homework is complete on time  | Arrive promptly with class for assembly, Mass, games<br>Set-up/clean-up for assemblies, masses, games as required   |
| <b>Try Your Best</b> | Promote communication with newsletter (in class)<br>Take pride in all school opportunities<br>Be a leader (support each other)<br>Seek out leadership and volunteer opportunities<br>Give your personal best<br>Compliment people | Strive for special merit recognition<br>Strive for personal growth and learning<br>Take responsibility for learning (i.e. work missed during absences)<br>Use class time effectively<br>Take pride in your work | Stay for the duration of the assembly, mass, game<br>If presenting, prepare appropriately<br>Model appropriate behaviour for others   |

Discipline in a Catholic High School must be centered in the Gospel message of Love. As disciples of Jesus, we strive to live by His commandment to love one another as God loves us. In practice, love is shown by RESPECT. At Immaculata, we live by a positive code of respect for ourselves and our education, others and their education, our learning environment and Immaculata itself, its image, and name.

### EXPECTATIONS

There are three expectations for all students:  
**BE RESPECTFUL** as noted above  
**BE ON TIME** for school, classes, commitments, etc.  
**TRY YOUR BEST** in everything you do

### CLOSED CAMPUS - GRADES 8-10

Grade 8, 9, and 10 students are on a closed campus, meaning once they arrive at school, they may not leave the school grounds without permission of a teacher. This includes the break and lunch times.

## **DISCIPLINE PROCESS**

### **PRELIMINARY STAGE - CLASSROOM-BASED**

For an offence of a minor nature that occurs in the classroom or school facility involving the classroom teacher.

Examples of a minor offence are: tardiness, inappropriate language, uncooperativeness, disregard of the cleanliness of the school environment, missing homework, etc.

Consequences as appropriate:

- warning that further misbehaviour will involve contact with parents
- classroom detention time/service time
- reconciliation of problem

### **STAGE ONE - REFERRAL TO ADMINISTRATION**

For an offence of a minor nature but which goes beyond the normal discipline handled by a classroom teacher, a student will be referred to the administration.

Examples of a minor offence are: tardiness, dress code violation, inappropriate language, uncooperativeness, disregard of the cleanliness of the school environment, etc.

Consequences as appropriate:

- warning that further misbehaviour will involve contact with parents
- noon hour detention time/service time
- reconciliation of problem
- referral to counselling/learning strategies as necessary

### **STAGE TWO - PARENTAL NOTIFICATION**

For further infractions of a minor nature, or for a more serious offence which merits more than the above.

Examples of a more serious offence are: inappropriate behaviour in the school, disrespect for property, class truancy, closed campus violation, repeated stage one violations, skipping noon detentions etc.

Consequences as appropriate:

- notification to parents making clear the seriousness of the situation and possible suspension should this behaviour continue
- detention time/service time

### **STAGE THREE - DEFINITE SUSPENSION**

For continued offences of a minor nature, or for a more serious offence which merits more than the above.

Examples of very serious offences are: fighting, intimidation, theft, vandalism, defiance of authority, deliberate disruption of class, obscene or abusive language, skipping detentions, misbehaviour while representing Immaculata, truancy, smoking violation (including e-cigarettes & vaporizers), second closed campus violation, etc.

Consequences as appropriate:

- In-school suspension of 1 to 3 days. The student must be at school by 8:30 to an assigned area and remain there until 3:30. The student foregoes the privilege of social time (break and lunch time) and involvement in extra-curricular activities. Assigned work must be completed satisfactorily.
- Out of school suspension of 1 to 5 days whereby the student may not attend any school-related functions or activities and assigned work must be completed to the satisfaction of course teachers.



- The present problem must be reconciled.
- Formal written notification to parents with copy to Superintendent.

#### **STAGE FOUR - INDEFINITE SUSPENSION**

For repeated misbehavior, of above or for an extremely serious offence. Examples of serious offences are: drug, alcohol, or weapons offences, assault or abuse of a student or teacher, malicious vandalism, etc.

Consequence:

- Indefinite Suspension - The student and parents have a right to appeal the indefinite suspension to the Diocesan Discipline Committee. Should the student be permitted to return to school, it would be under conditions as outlined in a contract as signed by the student, parents, and administration.

#### **DRESS CODE**

Students will attend school in neat and clean clothes that are in good repair (no frays or rips), and in keeping with modesty and good taste. Hems of shorts and skirts should be at the fingertips of the students. Presentable dress is at the discretion of the administration.

Some examples of unacceptable dress are:

- tops with unacceptable images or messages
- tank tops, spaghetti straps, revealing or inappropriately altered tops
- skirts or shorts of immodest length
- spandex clothing
- The uniform P.E. wear is to be worn by all students. This is available through the P.E. Department.
- NO PERFUME/BODYSpray- due to many allergies
- HATS ARE NOT TO BE WORN IN THE SCHOOL.

## **REPORT CARDS AND CONFERENCES**

Report Cards are issued 4 times per year. Letter grades used have the following meanings: (Grade Point Average - GPA - in brackets below)

A 86 - 100 (4.0) C+ 67 - 72 (2.5) C- 50 - 59  
B 73 - 85 (3.0) C 60 - 66 (2.0) F 0 - 49

Interim reports are issued on the last school day of each month.

Formal Parent/Teacher/Student Conferences are held in term one and term three. Conferences may be held at other times at the request of a parent, student, or teacher.

### **HONOUR ROLL**

- Grade point average of 3.0 or better (not rounded up)
- No F, or N achievement indicators or work habit indicators
- A G work habit indicator in a minimum of 50% (round down) of the student's classes
- Student cannot have received an I package for the term

### **PRINCIPAL'S LIST**

- Grade point average of 3.6 or better (not rounded up)
- No F, or N achievement indicators or work habit indicators
- A G work habit indicator in a minimum of 50% (round down) of the student's classes
- Student cannot have received an I package for the term

### **SPECIAL MERIT AWARD**

This award gives recognition to the students who have worked to the best of their abilities as indicated by achieving a G work habits indicator in all courses. This award is not based on marks. To achieve a G, students must arrive to class on time, prepared with all their supplies, notebooks, texts and other related materials. All their work (home and in class) is completed to the best of their ability. The students are making every effort to meet deadlines and due dates and they are doing their best to keep their notebooks up-to-date and in good order. During class the students are attentive and focused on the various tasks, assignments, and projects. Students work well in individual and group situations and they appear to be doing their best. Students willingly participate and share ideas. They treat themselves, their peers and adults with the respect inherent in the Gospel values. Students display good work habits and effort in all that they do. Students who receive an I package are not eligible for the special merit award.

## **SCHOLARSHIPS AND AWARDS**

The Central Okanagan Bursary and Scholarship Society annually awards, a large number of scholarships and bursaries. Grade 12 students who are eligible for various awards must complete application forms to qualify. Additionally, other scholarships and bursaries are also administered directly by various post-secondary institutions. Students are required to complete the proper application forms to be eligible for the awards, some of which are related as much to need as to grades. Lastly, bursaries are available to the students from various organizations and individuals within Kelowna and from within the Diocese. Applications must be made by the students for such bursaries. Information regarding these bursaries is given to the students in January of each year, or may be obtained from the counselling department.

## STUDENT PROGRAMMING AND EVALUATION

### GRADUATION REQUIREMENTS (2017-18 Graduation Program)

To graduate, student must accumulate 80 credits during his/her senior (Gr. 10, 11 & 12) years. Details are published in the Graduation Programme Booklet, but the outline is as follows:

a. Foundation and Required Courses:

\*Theology 10, 11 & 12

English/Communications 10, 11 & 12

Social Studies 11

a Mathematics 10, 11 course (3 options)

a Science 10, 11 course (5 options)

a Fine Arts 10, 11 or 12 course (4 options)

an Applied Skills 10 course (7 options)

Planning 10 and Graduation Transitions

b. Selected Studies - a variety of Grade 10, 11 and 12 courses.

\* Theology 12 is a Board Authority Authorized course and is a graduation requirement at Immaculata. Graduating students **must pass** Theology 12 to be eligible to take part in the Graduation ceremonies.

Only graduands who have successfully completed the Ministry of Education's graduation requirements are permitted to participate in year-end sanctioned school events. If a graduand does not meet the requirements of the current graduation programme he/she cannot participate in the graduation ceremonies.

### UNASSIGNED LEARNING TIME

Unassigned Learning Time for Grade 12's will only be granted in unusual circumstances. See Graduation Handbook for details.

### STUDENT COUNCIL/ACTIVITIES

The Student Council is an elected body whose primary function is to promote school spirit and coordinate student activities.

The Council consists of an Executive and a General Council. The Executive is comprised of five members that include:

- President
- Vice President
- Secretary
- Treasurer
- Athletic Council
- Arts Council
- International Student Liaison
- Miscellaneous other positions created at the discretion of the teacher sponsor

The Student Council meets regularly to plan fund raising activities, recreational events for the School and to consider student related projects. It is responsible for:

- Overseeing school dances.
- Organizing fund raising projects throughout the year.
- Planning and organizing recreational events for the school.
- Helping school groups financially where possible.

## **ATHLETICS**

Immaculata Mustangs are developing a strong basketball, soccer, rugby, and volleyball tradition. Other competitive sports include cross country running, tennis and golf. An elected student Athletic Council supports many of the initiatives of our athletic programs.

## **SCHOOL DANCES**

School dances are sponsored by the Student Council. For all dances, students are subject to the code of conduct. Students are also subject to any special regulations set by the dance sponsors. Student who will be late for the dance must sign up on the late list with the administration prior to the dance. Invited guests must be approved by administration 1 week prior to the dance. Guests are the responsibility of the host student. Parent support is required to assist with chaperoning.

## **CLUBS**

All students are encouraged to become involved in some of the school activities. Immaculata clubs include: yearbook club, drama club, chess club, global opportunities club, junior global opportunities club, and art club.

## **SCHOOL COUNSELLOR**

The counsellor is available to assist students in personal matters and in career planning. The counsellor also has information regarding scholarships and bursaries available for senior students.

## **SPECIAL EDUCATION DEPARTMENT**

The student support services department is available to assist students in need of extra support, in order to enable them to function in the regular classroom as successful learners.

## **TEXTBOOKS**

Textbooks are entrusted to each student. Students are financially accountable for any lost or damaged books and may have to pay a part or full replacement costs if books are not returned in reasonable condition. Textbooks are signed out through the library.

## **COURSE CHANGES**

Course changes are permitted during the first two weeks of a course. Students must see a counsellor to request a change.

## **HOMEWORK, EXAMS, AND RETESTS**

Students are advised to establish a home and/or school study plan at the beginning of each term. The plan should permit comfortable time for both homework and review. The suggested length of time

recommended for homework/study in each grade is as follows:

Grade 8 - 1hr    Grade 9/10 - 1 hr    Grad 11/12 - 2 hrs

Midterm and final exams are written in all academic courses 8 - 12.

Retests will be administered at the discretion of the classroom teacher, and when required in consultation with administration. Students will be required to demonstrate how they have prepared for a retest *before* they are allowed to write a retest; this will take effort. Retests will be conducted in a timely manner (not two or three weeks after the originally scheduled test). Finally, it is unlikely that more than one retest will be administered on any given topic.

Demonstration of preparedness for a retest can take many forms. Teachers may ask students to write out study notes, demonstrate an understanding of a particular section that was tricky, complete missing assignments, and/or attend lunch time tutorials. Once the teacher is confident that a student has prepared for the retest, then he/she will be allowed to rewrite the test. The onus will be on the student to demonstrate they are prepared for a retest in a timely manner. Should a student not demonstrate preparedness in a timely manner then it is likely the student will lose the opportunity to write a retest.

## **POLICIES**

### **CELL PHONES / SCHOOL COMPUTERS**

All cell phones and electronic devices are subject the IRHS's Contract for Acceptable use of Cell Phones (completed during the application process and valid until the student leaves the school). Students are not allowed to use such devices unless the contract is signed and on file.

School computer usage is limited to school related assignments or inquiries. School computers may not be used to download music or videos without expressed permission of a teacher. School computers may not be used for game play, file sharing, social media type pages, or Youtube without direct teacher supervision. The same restrictions apply to students' personal laptops while using IRHS's network.

### **ATTENDANCE POLICY**

Students are expected to attend school regularly. An absence must be excused by a phone call from the parent/guardian before 9:00 am on the day of the absence. All lates and absences must be excused within 24 hours of the occurrence. Twenty or more days absence from a course may result in an automatic failure. If a student knows in advance that he/she will be away, it is his/her responsibility to see the teachers beforehand about missed work.

### **WITHDRAWAL FROM SCHOOL**

Students withdrawing from Immaculata should speak to an administrator or counsellor. Parents are consulted before the formal completion of the withdrawal procedure.

### **VISITORS**

All visitors to the school during working hours are to report to the office.

## **LATE POLICY**

Students are expected to be on time for all classes. Parents are contacted if a pattern of tardiness seems to be developing and the student may be subject to disciplinary action. Parents and students are requested to arrange dental and medical appointments outside of school hours.

Students who are late for two or more classes per week will serve a detention.

## **LOCKERS**

Each student is issued a locker and lock. Lockers must be kept orderly and locked when not in use. The school is not responsible for articles or money taken from the lockers. Lockers and locks are the property of Immaculata Regional High School. There is a \$5.00 charge for lost or damaged locks.

## **PARENT PARTICIPATION FEE**

The participation fee of \$250 per family is payable at the time of student registration. This fee helps to get parents involved in the school, and the \$250 is refundable after 15 hours of volunteer service. Parents and/or students are encouraged to join together in obtaining these hours in activities or projects that provide a service or fundraise for the **general school population**, and not a specific group or class. For example: school clean-up, snow removal, and maintenance projects qualify for volunteer hours.

It is the **responsibility** of each family to record the service hours of family members on the yellow PARTICIPATION FEE REIMBURSEMENT FORM available in the office. Once the 15 hours have been completed it is again the **responsibility** of the family to submit the form for reimbursement to the school bookkeeper. As always, parents have the option to donate the \$250 and receive a tax donation receipt. Requests for this receipt must be received **before December 31, of each school year**.

As the Participation Service Hours need to be verified, please have the person co-coordinating the activity sign your yellow reimbursement form the day of your activity or as soon as possible afterward.

## **VOLUNTEERS**

One of the strengths of Immaculata has been the assistance we have received from our volunteers. All volunteers (coaches, drivers, etc.) must obtain a criminal record check and safe environment training. The procedure would be to see the school secretary and complete the CRC process online. Should a red flag be raised, the next step is to go to the RCMP detachment and complete an application. The form should be sent to the CPC.

The vice-principal will handle the safe environment training.





## **PROTOCOL FOR COMPLAINTS**

### **COMPLAINTS AGAINST SCHOOL PERSONNEL**

1. A parent with a complaint should first contact the person who is the subject of the complaint, if this approach is feasible.
2. If no solution to the problem is found in this way, the parent may contact the principal for solution. The principal will notify the Chair of the Education Committee of the school council as to the nature of the complaint, and the ongoing process being followed.
3. If the parent is not satisfied with the results of procedures in steps 1 and 2, he/she may bring the matter in writing to the superintendent of schools. At this time, the chairpersons of the school council and the Education Committee shall be informed by the superintendent. School council may provide additional information to the superintendent. Alternately, the parent may seek assistance from the School Council Chair to facilitate communication with the superintendent's office. The superintendent's written report of the incident and its resolution must be placed into the employee's file by the principal immediately after a decision has been reached at this level.
4. If the matter is not resolved at this level, a further appeal, in writing, may be made to the Diocesan Appeals Committee through the Chancellor of Schools.
5. The decision of the Board of Directors of the Society shall be binding on all parties involved unless further appeal is made to the Ombudsman.

### **COMPLAINTS OF A NON-PERSONNEL NATURE**

1. The parent(s) with a concern should first contact the teacher about the matter.
2. If no solution is found in this way, the parent(s) should bring the concern to the principal.
3. If still not satisfied after involving the principal, the parent(s) should write to the school council stating the concern and the action taken to date.
4. If the matter is still not satisfactorily resolved, the parent(s) should contact the superintendent of schools in writing.
5. If the matter is not resolved at this level, a further appeal, in writing, may be made to the Diocesan Appeals Committee through the Chancellor of Schools.