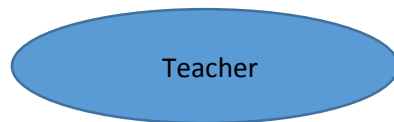


Formal Complaint Resolution Process

The following procedures have been established to ensure proper functioning and resolution of complaints within the Wikwemikong Board of Education (WBE). They concern the formal complaint resolution process for individuals to get the information needed to get in touch with the people who can resolve problems.

Step 1: School Issues

For issues about any WBE classroom/school, the issue should be first addressed to the Classroom Teacher (if applicable) responsible for the area of complaint. A complaint form should be filled out by the parent/guardian.

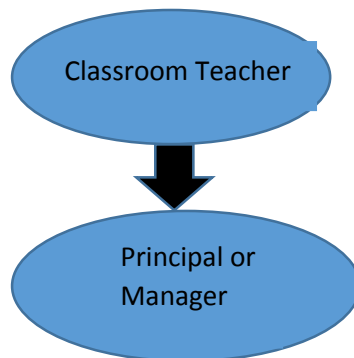


Contact:

Wikwemikong Hub Centre	705-859-3797
Wikwemikong Wasse Abin Junior School	705-859-3536
Wikwemikong Wasse Abin Pontiac School	705-859-3133
Wikwemikong Wasse Abin High School	705-859-2870

Step 2: School Issues

If the issue remains unresolved, then the Principal responsible for the area of complaint can be approached with the complaint:

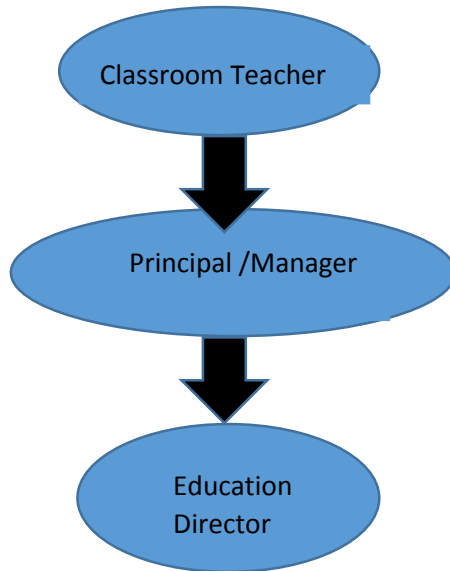


Main Contact Information

- Ms. Sarah Assinewe, Manager, Wikwemikong Hub Centre 705-859-3797 sassinewe@wbe-education.ca
- Mr. Michael Staruck, Principal Wikwemikong High School 705-859-2870 mstaruck@wbe-education.ca
- Ms. Mackenzie Sayers, A/Principal, Pontiac School 705-859-3133 msayers@wbe-education.ca
- Mr. Harold Fox, Principal, Wikwemikong Junior School 705-859-3536 hfox@wbe-education.ca

Step 2: School Issues

If the problem is not resolved to the Parents/Guardian or Community members satisfaction, the complaint can be addressed to the Education Director.

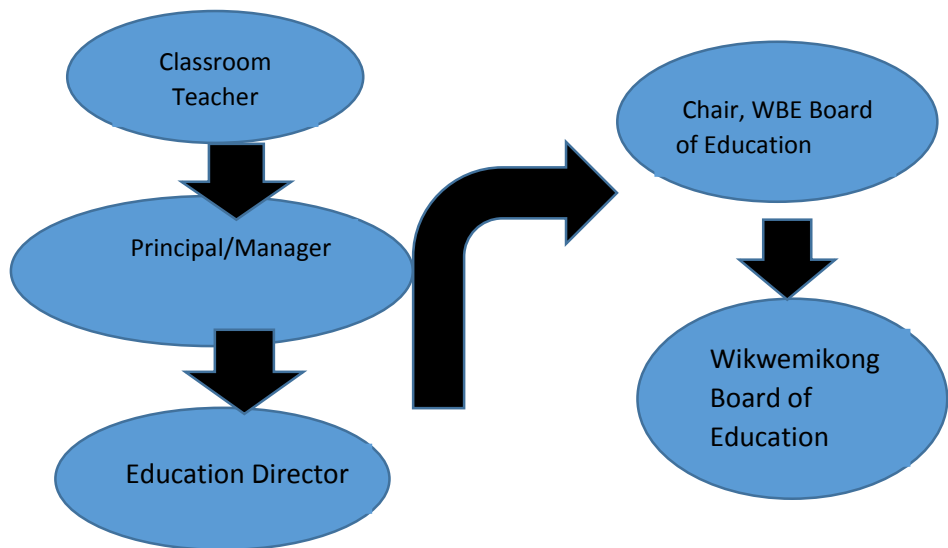


Main Contact Information:

- Mr. Dominic Beaudry, Education Director, Wikwemikong Board of Education 705-859-3834
dbeaudry@wbe-education.ca

Step 3 School Issues:

If the student, parent/guardian or community member wishes to APPEAL the findings/decision of the Education Director, the Chairperson will receive and further investigate the APPEAL and determine whether the appeal is merited. If there is a basis /claim warranted, the Chair will bring the appeal forward to the full Wikwemikong Board of Education.



Please contact,

- Chairperson, WBE, chairperson@wbe-education.ca

Chairperson's Duties & Responsibilities:

The Chairperson investigates complaints and recommends solutions independently with the assistance of WBE infrastructure and resources. The Chairperson assists in resolving problems by helping the complainant to define options and by recommending actions to the parties involved, but the Chairperson cannot at any time, decide on matters in dispute or advocate the position of the complainant, WBE or other parties. He/She will bring forward recommendations and decide if the complaint has merit to bring to the full WBE Board.

The Chairperson, in this role, does not deal with matters:

- In Litigation
- Concerning an H.R matter (the final decision rests with the Education Director as the Senior Administrative /Executive Officer of the WBE)
- Any issue that does not follow due process as outlined above.

ADMINISTRATION: For issues dealing with accounting and finance

- Contact: Maureen Aiabens
- Phone: 705-859-3834
- Email: maiabens@wbe-education.ca

ADMINISTRATION: For issues concerning publications and communications, corporate functions, human resources or other administrative matters,

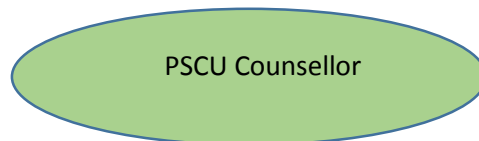
- Contact: Andrea Wemigwans
- Phone: 705-859-3834
- Email: awemigwans@wbe-education.ca

Please download the following COMPLAINT FORM (have a link to the pdf COMPLAINT FORM)

Post-Secondary Issues Resolution Process:

The Wikwemikong Post-Secondary department strives to provide a high quality service. It is our mission to help our members to fulfill their career path. It is recognized that sometimes there are issues that sometimes do not get resolved. Therefore, this process has been outlined in diagram format to assist you in better understanding how to get your issue resolved.

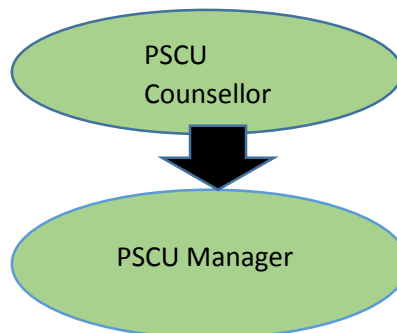
Step 1: POST SECONDARY For issues concerning a post-secondary funding decision or policy matter, the initial decision shall be made by the Post Secondary Counselling Unit (PSCU) Counsellor



Contact:

- Ms. Rona George, PSCU Counsellor, Wikwemikong Board of Education rgeorge@wbe-education.ca

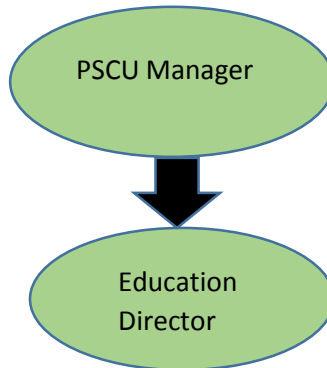
Step 2: POST SECONDARY: If the issue remains unresolved to the dissatisfaction of the complainant, the decision can be forwarded to the PSCU Manager.



Nicole Peltier, PSCU Manager, Wikwemikong Board of Education

- 34 Henry Street, Wikwemikong, ON P0P 2J0
- Ph: 705-859-2010, ext. 228 Fax: 705-859-2888
- Toll-Free: 1-866-832-9464
- npeltier@wbe-education.ca

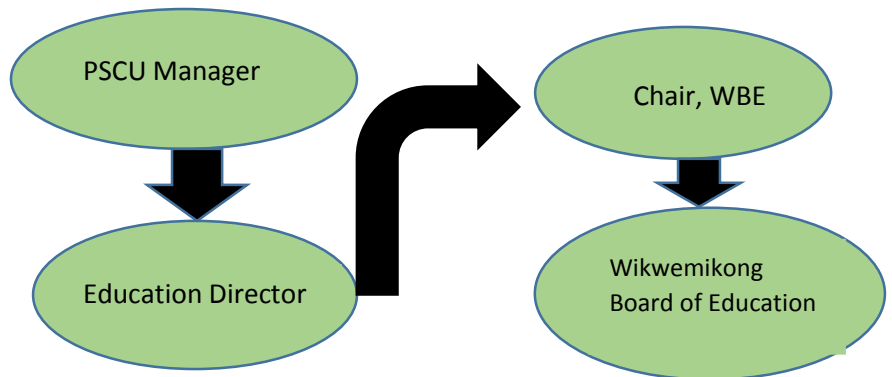
Step 2: POST SECONDARY: If the issue remains unresolved to the dissatisfaction of the complainant, the decision can be forwarded to the Education Director.



Contact:

- Mr. Dominic Beaudry, Education Director 705-859-3834 or by email dbeaudry@wbe-education.ca

Step 3: (FINAL) POST SECONDARY: If the issue still remains unresolved to the dissatisfaction of the complainant, the decision can be forwarded to the Board Chairperson, who will determine whether the appeal has any further merit. If warranted, the Board Chairperson will investigate the complaint, independent of administration and forward to the Board of Directors of WBE.



Contact:

Chairperson, WBE Board of Education chairperson@wbe-education.ca

Chairperson’s Duties & Responsibilities in Post-Secondary Matters:

The Chairperson investigates complaints and recommends solutions independently with the assistance of WBE infrastructure and resources. The Chairperson assists in resolving problems by helping the complainant to define options and by recommending actions to the parties involved, but the Chairperson cannot at any time, decide on matters in dispute or advocate the position of the complainant, WBE or other parties. He/She will bring forward recommendations and decide if the complaint has merit to bring to the

full WBE Board. Once the WBE Board makes a final decision regarding a post-secondary appeal, there will be no recourse.

The Chairperson, in this role, does not deal with matters:

- Concerning when someone was refused post-secondary funding due SHORTAGE OF FUNDS- NO FUNDS.
- In Litigation
- Concerning Human Rights or allegations of discrimination issues- these matters are handed over to H.R or the WUIR.
- Negotiations concerning Aboriginal title or rights.
- Concerning an H.R matter (the final decision rests with the Education Director as the Senior Administrative /Executive Officer of the WBE)
- Any issue that does not follow due process as outlined above.

An individual filing a complaint through the post-secondary process, **must fill out a post-secondary COMPLAINT FORM.**