AISM Board of Directors Query, Concern, or Complaint Policy

The AISM Board of Directors approved this policy and procedure for queries and complaints from the Association in May of 2021. This document was prepared to explain how the procedure works, what you should do in a variety of situations, and how the Board of Directors will respond.

If you have a query, concern, or complaint...
The Board of Directors, Administration, and faculty will listen attentively and courteously to Association members who have a concern or complaint and will seek to respond in a spirit of openness and willingness to seek solutions.*

STEP 1: Go to the person responsible

If you have a concern, complaint, or feedback, please first report the problem to the person most directly responsible for the issue. For example, for classroom matters, please report to the teacher and attempt to resolve the issue.

Alternatively, you may access the general feedback form on the AISM Community Portal (website) and your compliment, complaint, question, or suggestion will be directed to the correct person.

STEP 2: Contact their direct supervisor

If you are unable to reach a resolution or not satisfied with the resolution that has been offered, or if it is not appropriate to first report to the person responsible, please refer your concern or complaint to the direct supervisor of the person or persons involved. This could be:

- **P.S Principal:** eloise.engel@aism-moz.com
- **Finance Director:** eugenia.mario@aism-moz.com
- **S.S Principal:** kevin.brawn@aism-moz.com
- **School Director:** russell.menard@aism-moz.com

STEP 3: Engage the School Director

If the direct supervisor is unable to resolve the matter satisfactorily, please contact:

- **School Director:** russell.menard@aism-moz.com

STEP 4: The Board of Directors

If after consulting the School Director the matter has still not been resolved, or if the matter involves the School Director, you may refer the matter in writing to the Board.

- **Board:** board@aism-moz.com

HERE'S HOW THE BOARD OF DIRECTORS WILL HANDLE YOUR COMMUNICATION.

Receiving and Acknowledging Concerns and Complaints

Concerns or Complaints to the Board that are received by the School Director will be forwarded to the Board within two business days.

Concerns or Complaints submitted directly to the Board will be shared with the entire Board within two business days.

The Board will acknowledge in writing all written concerns or complaints from Association Members within five days of receipt. This document will be attached to the email to ensure that the person submitting a complaint is familiar with Board procedures. All responses will be archived in Board records.

Board Procedures for Addressing Queries and Complaints:

Upon receipt of a concern or complaint [and following any explanation of the issue by the person complaining], the Board will assess each query or complaint received, either in closed/executive session or, through another agreed-upon and documented process, to determine whether it entails:

1. **Administrative issues** that are the exclusive responsibility of the Director or administration. The Board will request that the Association Member direct the issue to the School Director *if they have not already done so.*

2. **Escalation of a previously submitted concern or complaint** that has not been resolved or handled to the satisfaction of the Association member. In this case, the Board will follow this sequence of actions:

   a. Request a report from the Director regarding the outstanding complaint;
   b. Determine whether the complaint has been satisfactorily addressed by the Director;
   c. Take one of two actions:

      i. Issue a response to the member, informed by the Director's report, indicating that the Board is satisfied with the Director's explanation, or
      ii. Refer the complaint to the appropriate **Board Investigation mechanism** (see below) and inform the Association member raising the complaint of this action.

3. A policy or risk management issue (financial, reputational, legal or other material risk) that falls under the Board's authority. The Board should:

   a. Request a report from the Director regarding the issue;
   b. Review the Director's report to determine whether the complaint has been satisfactorily addressed;
   c. If the Board determines that the Director's report is satisfactory, the Board will issue a response to the member, informed by the Director's report;
   d. If the Board determines that further action is warranted, it will determine which of the Board Investigation mechanisms is most appropriate and inform the Association Member raising the complaint of this action.

4. Queries or complaints directly related to the School Director, if determined to be credible, will be referred to the most appropriate Board Investigation mechanism. The Board will inform the Association Member raising the complaint of this action.

5. Queries or complaints about the performance of the Board of Directors shall be considered in the next Board of Directors Executive Session and, if the query is deemed to be credible, a written response shall be provided to the Association Member.

Concerns or complaints and official responses may, at the discretion of the Director or the Board, be distributed to the association, archived on the community portal, or discussed in open Board or Association meetings in anonymized form.

Board Investigation Mechanisms:

Board policy defines three ways that we can investigate concerns or complaints from Association members. The Board of Directors as a whole will decide where to refer specific complaints or queries.

Refer the issue to the appropriate Board committee (Governance or Finance/Facilities) to conduct an investigation and report to the Board according to an agreed timeline;

Convene an ad hoc Board subcommittee to investigate/ address the issue and report to the Board according to an agreed timeline;

Conduct an inquiry by the full Board in an open or closed board meeting (depending on confidentiality issues) and report according to an agreed timeline;

Upon conclusion of a Board Investigation, the Board will respond to the member incorporating the findings of the Investigation to the greatest extent permitted employee confidentiality laws and other applicable regulations.

*Anonymous complaints will only be considered in the reporting of alleged illegal activity or in accordance with AISM's whistleblower policy.