

Procedures for Formal Complaints During Practicum Placement



Education
University of Windsor

Field Experience

For any challenging placement experience, including potentially serious issues, the below steps must be followed:

1

The teacher candidate must first discuss the issue with the Faculty Advisor.

2

Depending on the severity and nature of the concern, the Teacher Candidate should speak directly to the Associate Teacher. If the Teacher Candidate is uncomfortable doing so, the Faculty Advisor must contact the Associate Teacher and propose a meeting to mediate the situation.

3

For any potentially serious issue that is not resolved through the regular process involving a teacher candidate, associate teacher, and faculty advisor, the matter should be referred to the school Principal.

4

If it is determined that the matter is still not fully or easily resolved at that point, the relevant school board Superintendent, Union Representative, and the Associate Dean, Teacher Education should all be informed.

5

If the matter cannot be resolved following steps 1 to 4, the Teacher Candidate might choose to pursue it more formally. This would entail a formal complaint made by the Teacher Candidate to the school Principal, who would then follow the School Board's policies and procedures.

6

In such cases, the Teacher Candidate must inform the Faculty Advisor before bringing the formal complaint to the school's Principal.

7

The Faculty Advisor must immediately inform the Associate Dean, Teacher Education of the formal complaint.

8

If a formal complaint is made, the Teacher Candidate must provide the Associate Teacher with a written statement of the complaint registered with the school Principal within three days of making the formal complaint to the Principal.