Paolo De Buono
Catholic Teacher
September 3, 2020

Increasing Awareness & Confidence
in the TCDSB's Internal Complaint Processes

The effectiveness of the internal complaint processes within Toronto Catholic District School Board ("TCDSB"), such as those monitored by the TCDSB's Conflict Resolution Department ("CRD"), impacts the effectiveness of two TCDSB goals: improving learning (through improved equity) and improving the TCDSB's legal risk management. This effectiveness can be achieved by increasing awareness and confidence within the TCDSB community (students, families, employees, the public) in the TCDSB's internal complaint processes.

Regarding awareness, there is insufficient training and education provided by the TCDSB in human rights, diversity, and equity training for teachers and for school councils, which suggests insufficient training system-wide in the TCDSB. The TCDSB community does not become effective in human rights, diversity and equity because of goodwill, kindness, or being Catholic. Training and education are essential. The TCDSB community will become more effective in a) understanding human rights, b) celebrating and respecting diversity, and c) becoming more actionable in equity if the TCDSB chooses to be more deliberate in training and education in these areas. The TCDSB should set aside more funding for the CRD and other departments to visit schools and school councils proactively, not reactively, to provide this training and education.

Regarding confidence, the TCDSB community will have more confidence in participating informally and formally in the TCDSB's internal complaint processes, including those monitored by the CRD, if appropriate actions (including decisions when necessary) are taken when clear opportunities arise. TCDSB board decisions condoning actions which would be understood to be inappropriate in other school boards reduces confidence in the TCDSB's internal complaint processes and undermines the two TCDSB goals of improving learning and improving legal risk management.