

## **STUDENT OMBUDSMAN**

The Council of Commissioners designates a Student Ombudsman. This individual is responsible to provide the Council of Commissioners with an opinion on the merits of a complaint and recommends any appropriate corrective measures.

## **HOW TO FILE A COMPLAINT**

All complaints must first be made to the following people in this order:

- 1) To the school Principal or centre Principal when the complaint concerns a decision made by the staff of a school or centre;
- 2) To the Regional Director and/or the Director of the service concerned by the decision; If applicable;
- 3) To the Deputy Director General or Director General.

Please be sure to have all the required information on hand and clear idea of your expectations.

If you are not satisfied with the response you have received, you may lodge a written complaint with the **Secretary General**.

### **BY MAIL:**

English Montreal School Board  
6000 Fielding Ave  
Montreal, Quebec  
H3X 1T4

**BY FAX: 514-483-7324 or**

**BY EMAIL:**

**Secretary General:** [nlauziere@emsb.qc.ca](mailto:nlauziere@emsb.qc.ca)

The Secretary General will contact you within five working days of receiving your complaint and will guide you through the necessary steps.

Once all the necessary steps have been followed, if you are still dissatisfied with the manner in which your complaint was handled or with its outcome, you may refer the matter to the **Student Ombudsman**, in writing, within 90 days of the incident in question.

## **PLEASE NOTE THAT THE STUDENT OMBUDSMAN**

- may take up a complaint at any stage if he considers that intervention is necessary to prevent harm from being caused to the complainant;

- must give the **Council of Commissioners** an opinion on the merits of the complaint and recommend any appropriate corrective measures;
- may, upon summary examination, dismiss a complaint if in his opinion it is frivolous, vexatious or made in bad faith.
- may also refuse or cease to examine a complaint if he has reasonable cause to believe that intervening would clearly serve no purpose.

## **FOR COMPLETE INFORMATION ON THE PROCESS**

You may refer to the [By-Law Establishing Procedures for the Examination of Complaints from Students or their Parents.](#)

You may also download the [Complaint Form.](#)

## **HOW TO CONTACT THE STUDENT OMBUDSMAN**

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H3X 1T4  
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Direct Line: 514-444-9130  
email: [studentombudsman@emsb.qc.ca](mailto:studentombudsman@emsb.qc.ca)