

HOW TO FILE A COMPLAINT

In all cases where the Complaint concerns the functions of the EMSB and the services provided at the school or centre level, the Complaint shall first be made to the following persons in the following order:

- 1) To the Principal of the school/centre;
- 2) To the applicable Sector Director (Elementary, High Schools or Adult Education and Vocational Services) or Director of the Service/Department which provided the service;
- 3) To the Assistant Directors General or Director General;
- 4) As applicable, to the Council of Commissioners (Ad hoc Committee) for reconsideration if the Complaint is subject to such or to the Student Ombudsman in other cases.

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

Should the complainant be dissatisfied with the handling of his Complaint or its outcome by the Director General he may forward his completed complaint examination form to the Secretary General. It shall be noted that the Secretary General does not review the Complaint but solely ensures that the process is duly followed.

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

Upon receipt of the completed complaint examination form, the Secretary General will ensure that due process was followed, and that the Complaint pertained to the functions and services of the EMSB.

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.

STUDENT OMBUDSMAN

The Council of Commissioners designates an individual to act as Student Ombudsman as well as a Substitute Student Ombudsman. During the period when the Student Ombudsman is absent and he cannot carry out his normal functions, the Substitute will take the role as the acting Student Ombudsman until the Student Ombudsman resumes carrying out his normal duties.

The Student Ombudsman can only provide an opinion on the merits of a case once the complainant has exhausted all remedies provided for in the present Complaint Examination Procedure. The Student Ombudsman may also make only recommendations to the Council of Commissioners addressing the matters submitted to their review.

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 No. 8, Complaint Examination Procedure.

HOW TO CONTACT THE STUDENT OMBUDSMAN

Isabelle Turgeon
6000 Fielding Avenue Montreal, Quebec H3X 1T4
Telephone: 514- 483-7200, ext 7880
Direct Line: 514-444-9130
email: studentombudsman@emsb.qc.ca