

The Student Ombudsman is an advocate for **fair process** and **transparency**, not for the individual student alone.

The Office of the Student Ombudsman functions as an independent, confidential, neutral and informal resource.

**Independence:** the Student Ombudsman is not an employee of the Centre de service scolaire du Littoral

**Confidentiality:** information communicated to the Student Ombudsman remains confidential.

**Neutrality:** the Student Ombudsman favours neither side in a conflict.

**Informality:** the Student Ombudsman operates outside formal organizational processes.

*This brochure is meant to inform you about the procedure for the examination of complaints administered in regards to the Centre de services scolaire du Littoral, one of its facilities, services or staff members, according to section 220.2 of the Education Act and the school service center Student Ombudsman Complaint Procedure, adopted by the Ministère de l'Éducation, de l'Enseignement Supérieur and in accordance with article 457.3 of the Education Act*



## STUDENT OMBUDSMAN COMPLAINT PROCEDURE

### HOW TO OBTAIN INFORMATION:

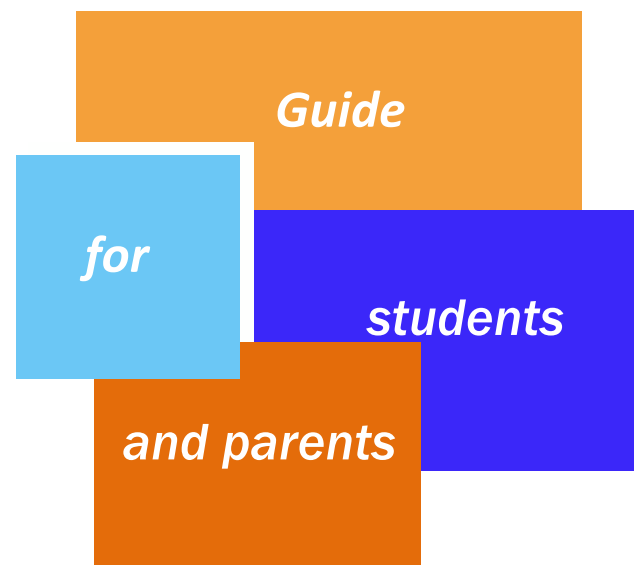
For further details on the complaint process and the role of the Student Ombudsman, please visit the Commission scolaire du Littoral's web site at [www.csdulittoral.qc.ca](http://www.csdulittoral.qc.ca). You will also find the links to consult the Complaint Procedure and the Complaint Form.

#### Responsable des plaintes (Secrétaire général)

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#### Student Ombudsman

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*'We extend the horizons of knowledge,  
against all winds and tides... »*

**The Student Ombudsman may be consulted at any point in the complaint process.**

**I have a complaint. What do I do?**

Follow the logical and systematic path laid out in Centre de services scolaire du Littoral's complaints procedure, found on the School Service Center Service website. It is important that you follow each step.

**How do I start?**

Bring your complaint to the attention of the person(s) most involved in the problem. Try to settle the problem through open discussion. If that doesn't work, talk to the school principal and if this approach is unsuccessful contact the person responsible for complaints (Secretary General).

**What if I am not satisfied?**

Bring unresolved complaints to the attention of the Student Ombudsman for an independent examination. The Student Ombudsman looks at all sides of the issue and helps find solutions.



**The Complaint Process  
step by step...**

**STEP 1**

**Speak directly to the person(s) involved.**

Many situations are easily resolved through direct communication with the person(s) involved. Sometimes this just means contacting the staff member concerned or arranging a face-to-face meeting.

**STEP 2**

**Contact the school principal or the service center.**

If the first approach is deemed inappropriate or unsuccessful (due to the nature of the dissatisfaction), the complainant is asked to contact the school principal or service concerned.

**STEP 3**

**Contact the person responsible for complaints**

If these steps do not lead to a satisfactory resolution to the situation of the complainant, the school or service concerned refers the complainant to the person responsible of complaints (Secretary General).

The Secretary General verifies that the initial steps provided in steps 1 and 2 were made and ensures the admissibility of the complaint.

If the complaint is deemed admissible, the Secretary General determines if the criteria pursuant to Section 9 to 12 of the Education Act are met. If not, it will be forwarded to the Student Ombudsman.

**Note: The Secretary general provides assistance to complainants, on request.**

**STEP 4**

**Contact the Student Ombudsman.**

Following the decision of the School Service Center, a complainant who is dissatisfied with the way a complaint has been handled or with its outcome must refer the complaint to the Student Ombudsman in writing.

If the Student Ombudsman intervention is requested, he shall ensure the previous steps (1, 2 and 3) were found unsatisfactory or inappropriate.

During the analysis of the file, the Student Ombudsman may dismiss a complaint or refuse or cease consideration of it.

Within 30 days after the complaint is referred, the Student Ombudsman must give to the School Service Center an opinion on the merits of the complaint and recommend any appropriate measures. Within the same time period, the Student Ombudsman transmits, in writing, the same information to the complainant and the Secretary General.

**Note: 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.**

