



COMMISSION SCOLAIRE SIR WILFRID LAURIER
SIR WILFRID LAURIER SCHOOL BOARD

By-law n° BL2009-CA-19:

By-law Establishing Procedures for the Examination of Complaints from Students or Their Parents

- 4.3 **Student ombudsman:** a person designated by the Council of Commissioners and mandated to give the Council of Commissioners an opinion on the merits of a complaint and to recommend any appropriate corrective measures, if any.

5.0 GENERAL PROVISIONS

- 5.1 Only the concerned student or their parent may lodge a complaint.
- 5.2 Before a complaint can be examined, the complainant should have consulted and made every attempt to resolve the issue with the person who made the decision.
- 5.3 The recipient of the complaint must have sufficient information to deal with the complaint.
- 5.4 The complainant has the right to be accompanied by the person of their choice at any stage of the complaint examination procedure.
- 5.5 In making their complaint or during any step related to it, the complainant may receive assistance from the secretary general or their assistant director (in the event that the secretary general is absent or unable to act).
- 5.6 Only written complaints will be responded to in writing.
- 5.7 All complaints will be handled in accordance with the *Act respecting access to documents held by public bodies and the protection of personal information* (c. A-2.1).
- 5.8 The complainant must remain civil, respectful and cooperative at all times as per the school board's Policy no. 2018-CA-25: *Policy on Safe, Caring Schools and Centres*.

6.0 LODGING A COMPLAINT

- 6.1 All complaints must first be addressed to the following people in the order indicated below:

7.0 ADMISSIBILITY OF A COMPLAINT

7.1 The secretary general determines the admissibility of a complaint by ensuring that it was made by the concerned student of the school board or their parent(s), that it pertains to services offered by the school

0 . 2 T 1 0 board to that student or their parent(s) and that it falls within the scope of the school board's jurisdiction. The secretary general may also determine the admissibility of a complaint based on the information provided by the complainant and the school board.

8.7 Within thirty (30