





# FLOWCHART COMPLAINT PROCESS

THE ACT RESPECTING THE NATIONAL STUDENT OMBUDSMAN

**Complaints by students, homeschooled children or their parents who are dissatisfied with a service they received, are receiving, ought to have received or require from the School Board**

TYPE OF COMPLAINT			
Steps	REGULAR COMPLAINTS	BULLYING COMPLAINTS	SEXUAL VIOLENCE COMPLAINTS
Step 1	Complain to the person directly concerned or that person's immediate supervisor. If a complaint is regarding school/centre staff, the principal or centre director must be informed.		
	The person directly concerned (or their immediate supervisor) has ten (10) days to process your complaint.		
	<b>If you are not satisfied with the outcome, go to Step 2.</b>		
Step 2	Complain to the person in charge of processing complaints at the school board. The complaint must be in writing using the prescribed form. The person in charge of processing complaints at the school board is: - Name: <b>Gary Tennant</b> , Complaints Officer - Email: <a href="mailto:complaintsofficer@rsb.qc.ca">complaintsofficer@rsb.qc.ca</a> - Telephone: <b>450 672-4010 ext.: 5541</b>	<b>You may go to Step 2 directly</b> (or go through Step 1 if desired) <b>if you are dissatisfied with the follow-up by the principal regarding a complaint for an act of bullying or violence.</b>	
	<p>You have the right to be heard. The person in charge of processing complaints must process the complaint within fifteen (15) working days. If the complaint is of a disciplinary nature, the file is referred to the Human Resources Manager and the complainant is notified.</p> <p>The person in charge of processing complaints examines the complaint.</p> <p>If the complaint concerns a serious fault or derogatory act, the Minister of Education is notified without delay. The complainant is also notified. The person in charge of processing complaints continues the analysis of the complaint.</p> <p>A written opinion on the merits of the complaint is provided and corrective measures deemed appropriate by the person in charge of processing complaints are proposed.</p>		
Step 3	<p>If you are dissatisfied with the opinion or if it was not processed within fifteen (15) working days of receiving the complaint, or the complaint concerns sexual violence, you may refer your complaint to the Regional Student Ombudsman. Complaints concerning sexual violence are processed on an urgent basis.</p> <p>The complaint must be made in writing. Here is the contact information for the Regional Student Ombudsman having jurisdiction over your school board: - Phone: <b>1-833-420-5233</b> - Email: <a href="mailto:plaintes-pne@pne.gouv.qc.ca">plaintes-pne@pne.gouv.qc.ca</a></p>		<b>You may go to Step 3 directly</b> (or go through Step 1 and 2 if desired).
	<p>The Regional Student Ombudsman will make an initial assessment of your complaint and may decide to refuse your complaint but must do so in writing.</p> <p>You and the person directly concerned by the complaint, or their immediate supervisor, have the right to be heard.</p> <p>A decision must be made within twenty (20) working days. The Regional Student Ombudsman sends his opinion to the National Student Ombudsman who has five (5) working days to reexamine or confirm the regional student ombudsman's decision.</p>		
Step 4	The Regional Student Ombudsman informs the School Board of their decision. The school board has ten (10) working days to inform the complainant and the regional student ombudsman, in writing, of the actions it intends to take or of the grounds for any refusal to take action on a recommendation or conclusion.		