



The Sir Wilfrid Laurier School Board strives to remain attentive to its students and their parents. All comments and complaints will be examined thoroughly; please do not hesitate to bring your concerns to our attention.

A SIMPLE PROCEDURE:

- 1 THE ADMINISTRATION
- 2 THE SECRETARY GENERAL
- 3 THE COUNCIL OF COMMISSIONERS
- 4 THE STUDENT OMBUDSMAN

The purpose of this procedure is to ensure that complaints are processed conscientiously, promptly, and treated with fairness, integrity and transparency.

THE STUDENT OMBUDSMAN MAY BE REACHED AT:

**SIR WILFRID LAURIER
SCHOOL BOARD**
235 MONTÉE LESAGE
ROSEMÈRE, QC J7A 4Y6

TELEPHONE:
450 621-5600 EXT. 1440

FAX:
450 621-7929

EMAIL:
studentombudsman@swlauriersb.qc.ca

This document was prepared for easy reference only and is not the official version of the By-law concerning the *Procedure for the examination of complaints from students or their parents*. For the complete version of the By-law, please visit our website at www.swlauriersb.qc.ca.



COMMISSION SCOLAIRE SIR-WILFRID-LAURIER
SIR WILFRID LAURIER SCHOOL BOARD

THE STUDENT
OMBUDSMAN:
A NEW SERVICE
TO STUDENTS
AND PARENTS

A SIMPLE
PROCEDURE



COMMISSION SCOLAIRE SIR-WILFRID-LAURIER
SIR WILFRID LAURIER SCHOOL BOARD



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The administration

Your complaint must first be addressed to the school principal or the centre or department director concerned.

If necessary, it will then be forwarded to the General Directorate.

Most complaints are usually resolved at the administration level.

Make sure to have all required information on hand and a clear idea of your expectations.

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



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The Secretary General

The admissibility of the complaint is determined in accordance with the Bylaw establishing procedures for the examination of a complaint. You may submit your complaint:

BY MAIL

**SIR WILFRID LAURIER SCHOOL BOARD
235 Montée Lesage
Rosemère, QC J7A 4Y6**

BY FAX: 450 621-7929

OR BY EMAIL: mdrouin@swlauriersb.qc.ca

The Secretary General will contact you within 5 working days of receiving your complaint and will guide you through the necessary steps.

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The Council of Commissioners

Complaints admissible under Policy No. 2000-CA-03 – Reconsideration of a Decision affecting a student will first be presented to the Council of Commissioners to make the decision for which, in its opinion, ought to have been made in the first instance.

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The Student Ombudsman

If your complaint is not admissible under Policy No. 2000-CA-03 – Reconsideration of a Decision affecting a student, or if you are still dissatisfied with the manner in which your complaint was handled or with the Council's decision, 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.
- 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.
- must give the Council of Commissioners an opinion on the merits of the complaint and recommend any appropriate corrective measures.