

**BY-LAW RESPECTING THE COMPLAINT EXAMINATION PROCEDURE ESTABLISHED
BY THE CENTRAL QUÉBEC SCHOOL BOARD**
(Adopted on January 14, 2011)

1.0 Purpose:

To establish clear procedures for parents and students to use to request the revision of a decision rendered by an employee of the School Board or the Council of Commissioners in order to ensure the protection of the rights of students and their parents.

7.0 Steps to follow:

7.1 Step One:

The initial step for a student or his / her parents is to discuss the decision with its author in order to exhaust all possibilities for agreement at this level, either through a meeting, a telephone conversation or written correspondence, for example, with the classroom teacher, the school principal, the centre director, etc. The author of the decision will inform the student or his / her parents without delay of the revised decision, if any.

7.2 Step Two:

If the student or his / her parents are not satisfied with the results of the discussions outlined in Step One, they must then submit their concerns to the school principal or centre director. The school principal or centre director will study the concerns and will render a decision without delay. The school principal or centre director will meet with the student and / or his / her parents and with the author of the decision in order to reach a conclusion that is

- 8.4** The Secretary General may assist the student and / or his / her parents in the preparation of their request for the revision of a decision.
- 8.5** The Revision Committee will hear the parties concerned by the decision and may call upon additional resource people as necessary.
- 8.6** As a result of the recommendation of the Revision Committee, and if the student and / or his / her parents so desire, the request is submitted to the Council of Commissioners.
- 8.7** The Council of Commissioners will hear the concerned parties if they request to be heard, and the recommendation of the Revision Committee, and will render a decision without delay.
- 8.8** A letter containing the decision of the Council of Commissioners, and the

Despite the foregoing, the Student Ombudsman may receive a complaint at any stage of the complaint examination procedure if the Student Ombudsman considers that intervention is necessary to prevent harm from being caused to the complainant.

10.4 Transfer of Information

Once the Student Ombudsman intervenes, the Director General or the Secretary General will transfer all available information to him / her.

10.5 Right to be Accompanied

The Student Ombudsman informs the complainant that he / she has the right to be accompanied by the person of their choice at any stage of the complaint procedure. When applicable, the person accompanying the complainant may submit their observations, if the Student Ombudsman agrees.

Given that the examination of a complaint is treated in a purely administrative manner and therefore has no judicial or quasi-judicial nature, the complainant and the person accompanying him / her, may neither summon nor interrogate witnesses nor may they ask for a hearing.

10.6 Admissibility of the Complaint

The Student Ombudsman examines the complaint and ensures that it has been formulated by a student and / or his / her parents and that it concerns services offered by the School Board's administration or by one of the schools or centre.

10.7 Collection of information

It is understood that the Student Ombudsman has no role of authority over the personnel of the School Board.

10.14 Reprisals

The School Board must ensure that toef4.000 TD()Tj / TT2 1 Tf3.922 7C1su9pictim07 Tre1.0273 .0