



**MINUTES OF THE MEETING HELD ON Wednesday, March 23, 2022
ZOOM MEETING**

Member Organization	Name	
School Board Representatives	Stewart Aitken – WQSB Mat Canavan– LBPSB Geoffrey Hipps – SWLSB Stéphane Lagacé- CQSB Eva Lettner - ETSB Lisa Mosher – ESSB Jessica Saada - RSB Anna Sanalidro – EMSB James Walker – NFSB	Regrets Regrets
Complementary services:	Lisa Falasconi - WQSB Marylène Perron - CQSB	
Adult Education and Vocational Training	Fred Greschner - SWLSB Lucie Roy – RSB	Partial
ADGESBQ - School Board Directors General	Cindy Finn	
CEGEPS	John McMahon	Partial
A.A.E.S.Q.	Ralph Mason Bonnie Mitchell	Regrets
I.S.A.T.	Holly Hampson Sydney Benudiz	Regrets
QPAT	Andrew Adams Mike Di Raddo Melanie Massarelli Anne-Marie Rheubottom	
PROFESSIONALS’ ASSOCIATIONS	Caroline Erdos Lise Lecompte	Partial
Special-status Boards Educational Services Representatives	Cree S.B. – Kimberly Quinn Kativik S.B. – Erik Olsthoorn Littoral S.B. – Katia Tardif	Partial Regrets Regrets
English-sector Universities	Bishops - Dawn Wiseman Concordia - Roma Medwid Joseph Levitan – McGill	Regrets

Non-voting members		
Assistant Deputy Ministers	Marie-Josée Blais	
DSREA	Boyd Lavallée Raphaël Charrier	Regrets
LEARN	Christine Truesdale	
LCEEQ Coordinator	John Ryan	
GUESTS Geneviève Dugré Russell Copeman		

1. WORDS OF WELCOME

Wishing everyone a “Happy Spring”, Cindy Finn opened the meeting with a land acknowledgement.

2. APPROVAL OF THE MINUTES

Resolution #94-2022-03-23

It was moved by Anne-Marie Rheubottom , seconded by John McMahon and unanimously resolved that the Minutes of the meeting of January 13, 2022, be approved as distributed..

3. Bill 9 - Act respecting the National Student Ombudsman

Geneviève Dugré, Secretary General at the Lester B Pearson School Board, provided a detailed review of Bill 9. She provided a brief overview of the present process of dealing with complaints in schools and then presented the components of the new Bill 9.

The details of the presentation can be found in Annex I.

During a question and discussion period a number of concerns were raised:

- The Bill will likely result in a flurry of complaints
- Will services in English be available in the various regions of the province?
- Does it apply to the Private Sector?
- The delay periods appear to be unreasonable – many cases are complex, and the timelines provided are extremely tight
- Why is there a need for a national/central process?
- What are the connections between Bill 9 and the Human Rights Commission?

Cindy Finn thanked Geneviève Dugré for the informative presentation.

4. **Bill 96 Act respecting French, the official and common language of Quebec.**

Russell Copeman, Executive Director, Quebec English School Boards Association (QESBA), reported on the brief that the Association presented as part of the public consultations. Initially QESBA was not on the invited list, but the group fought to be part of the approximately thirty groups from across the province.

Russell reported on some of the developments that have taken place during the clause-by clause- particularly the changes at the CEGEP level introduced by the Liberal Party which would see students required to successfully complete three core academic courses in French.

Another important change relates to the restrictions for foreign nationals. Currently, certificates are for five years and can be renewed. Bill 96 introduces a three-year limit, with one possible extension of a single year. QESBA estimates that there are some 3000 students with certificates at present. The reduced limitations would have a negative impact on English schools.

There is a lack of clarity as to the expectations of the language of work within School Boards. Bill 101 offers directives about the need for bilingual notices of Council meetings, for example, with which the Boards comply. Bill 96 states that the School Board will have to communicate with “moral persons” in French only. It is assumed that this would include Unions and community organizations, for example.

John McMahon, Director General of Vanier CEGEP and the representative of the English Colleges at the LCEEQ table, shared information about enrollment restrictions. The Colleges’ request to delay the implementation of the ‘ayant droit’ (English eligible) clause aimed at decreasing the number of Francophone and Allophone students by providing priority and therefore increased access to “Anglophone” students was rejected. The new limits will be effective as of registration 2023.

John McMahon discussed some potential impact that the requirement to complete three courses in French might have on students including: effect on the R score, lack of personnel to teach in French, and the fact that there is a significant difference between learning a second language and studying subject matter in that language.

John McMahon expressed that he felt that English colleges were under attack. The French media is attempting to make a case that they are responsible for the anglicization of francophone youth.

5. **LCEEQ BUSINESS ITEMS**

Report by the ADM

Cindy Finn welcomed Marie-Josée Blais as the newly appointed Assistant Deputy Minister.

- At the outset of her first report as ADM, Marie-Josée Blais stated that she would bring the concerns members expressed related to Bill 96 to the attention of the Minister, and to the broader government.
- She reported that **Marie-Dominique Taillon** was appointed as ADM responsible for a newly created sector - Academic Excellence and Pedagogy. The focus will be on Learning Environments and Wellbeing.

- She described a 10.6 million Artificial Intelligence (AI) project designed to streamline various sources of data for both students and professionals. The system will be used to predict staffing needs, infrastructure needs, and a means of evaluating existing services.
- She stated that they were expecting an influx of Ukrainian refugees, mainly women and children as males are expected to stay in the country to serve in the armed forces. Plans are underway to prepare for the integration of these students into the school system. She stated that some students may be directed to the English Sector.

DSREA Report

- Boyd Lavallée gave an update on the ECQ negotiations. Despite two meetings with Heritage Canada there has been no final agreement. There has been a provisional agreement while negotiations continue.
- He updated the discussion taking place related to a Bachelor's degree in professional training. There will not be a project in place for the next academic year, but it is anticipated that a programme will be available in 2023-2024.
Lucie Roy, the PROCEDE representative stated that the teachers are anxious for a programme.

Conference 2022

John Ryan reminded members that the Final Report for the Annual Conference 2022 was part of their document package and that the report would be posted on the LCEEQ Website.

Conference 2023

The dates are February 6-7, 2023. The Steering Committee has established the theme as: **Change is the Only Constant: Nurturing Reflection into Practice.** John Ryan invited members to share any recommendations that they would like to see as keynote and featured speakers.

Project Funding

John Ryan reported that the LCEEQ Funding Document was available on the website.

Annual Seminar

Cindy Finn informed members that the Annual Seminar which was originally scheduled for two days will be April 29, 2022, only. She reminded members of the importance of this meeting and asked them to make the effort to attend.

Agenda Items for the April Seminar

As always, members were invited to forward to Cindy Finn or John Ryan any item(s) to be considered for the April meeting.

6. ADJOURNMENT

On a motion by Geoff Hipps the meeting was adjourned at 12:15.

Annex I



Bill 9

National Student Ombudsman

Presented to the National Assembly on Nov. 23, 2021



Complaint Examination Procedure: Current Process



Summary of the current process

Since 2009, each School Board must adopt a complaint examination procedure with regard to the services it provides in compliance with s. 220.2 of the *Education Act* and the provisions of the *Regulation respecting the complaint examination procedure* established by the Minister under s. 457.3 EA.

Parents or students dissatisfied with how their complaint was handled or its outcome can contact the Student Ombudsman, who can only intervene after the complainant has exhausted the other remedies provided for in the complaint examination procedure or exceptionally before, if an intervention is necessary to prevent harm from being caused to the complainant.

- *On June 17, 2008, the Commission de l'Éducation reviewed the proposed new s. 220.2 EA creating the position of Student Ombudsman. The appointment of a Student Ombudsman, inspired by the Commission scolaire de Montréal appointing their own, was seen as an additional recourse to the existing reconsideration recourse before the Council of Commissioners, defined at sections 9-12 EA.*

Summary of the current process (cont'd)

Within 30 days a complaint has been referred to them, the Student Ombudsman must submit their opinion to the Council of Commissioners on whether the complaint is well-founded and, if applicable, what they believe to be appropriate corrective actions to be taken.

Annually, the Student Ombudsman produces a report which the School Board must attach to its own and which must indicate:

- the number of complaint referrals received and their nature;
- the corrective measures recommended;
- any action taken;
- a separate list of complaint referrals concerning acts of bullying or violence.

Going back in time a little...

On December 23, 1988, the Education Act was adopted and formalized the recourse of reconsideration of a decision by the Council of Commissioners (sections 9-12 EA).

To this day, these sections of the Education Act remain virtually unchanged:

a student or parents of a student affected by a decision (i.e. the decision concerns one student individually and directly) of:

- the Council of Commissioners
- the Executive Committee
- the Governing Board,
- an officer or employee of the School Board

may request the council of commissioners to reconsider such decision.

As of today:

- Sections 9-12 EA: Reconsideration recourse by the Council of Commissioners

The Council of Commissioners may overturn, entirely or in part, the decision and make the decision which, in its opinion, ought to have been made in the first instance.

- Section 220.2 EA: Opinion of the Student Ombudsman to the Council of Commissioners

The Student Ombudsman can only make recommendations to the Council of Commissioners, that decides on the actions to be taken following these recommendations.



Bill 9 National Student Ombudsman

- On November 23, 2021, Bill 9 was tabled in the National Assembly of Québec

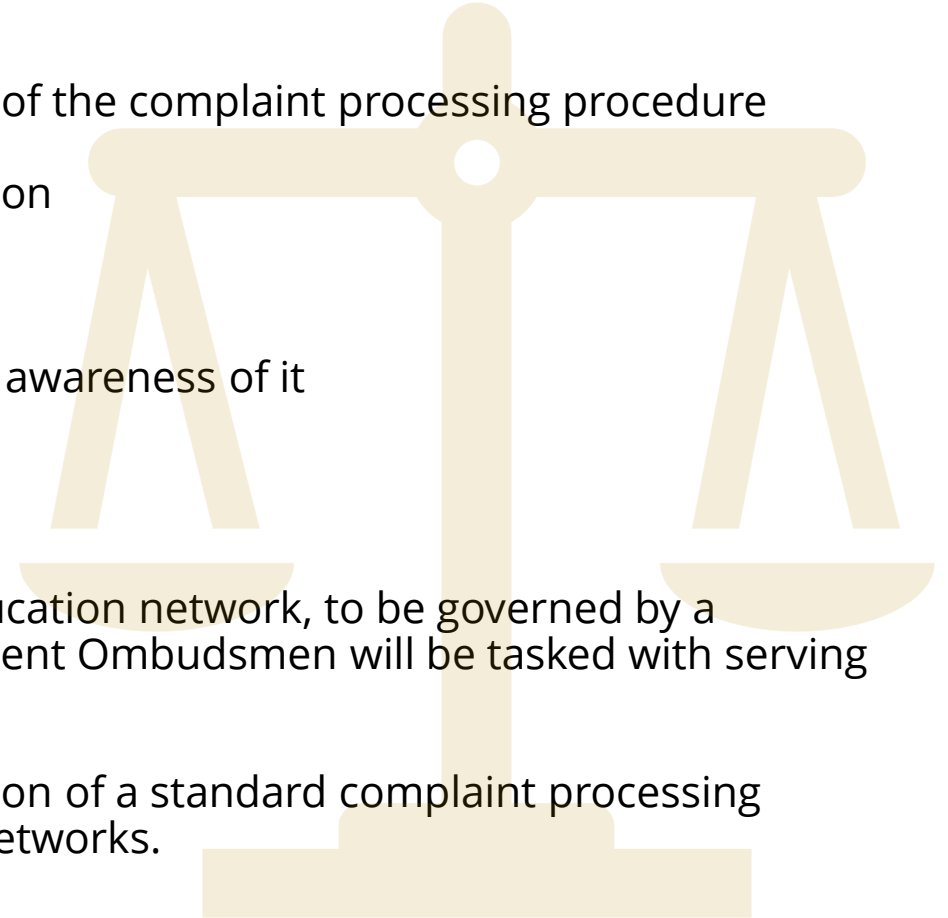


The proposed reform of the Complaint Processing Procedure (no longer Complaint Examination Procedure) aims to:

- Speed up, standardize and strengthen the effectiveness of the complaint processing procedure
- Enhance independence and transparency of the institution
- Professionalize the role
- Ensure better accessibility to this recourse and promote awareness of it

Two key elements:

- The creation of an independent body, outside of the education network, to be governed by a National Student Ombudsman. In addition, Regional Student Ombudsmen will be tasked with serving the entire territory of Québec.
- The reform provides for the province-wide implementation of a standard complaint processing procedure that will apply to both the public and private networks.

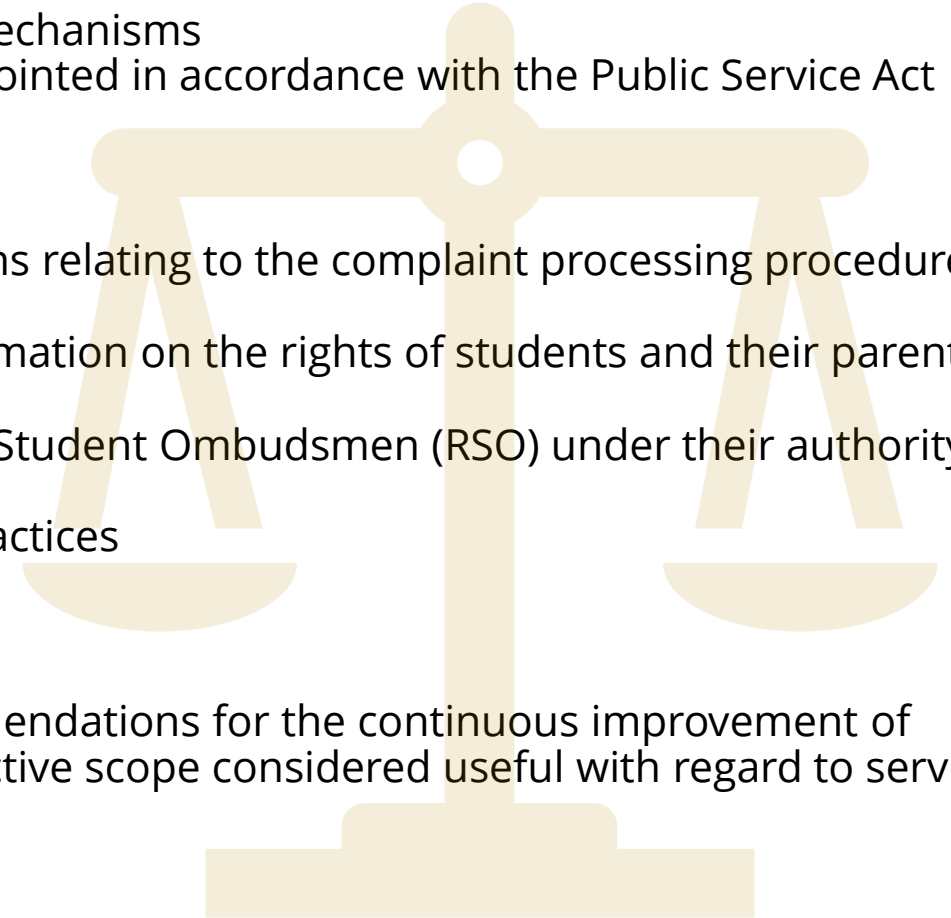


National Student Ombudsman (NSO)

- Appointed by the Government, on the recommendation of the Minister of Education
- Exclusive and full-time term of up to 5 years
- Knowledge of the educational environment and dispute resolution mechanisms
- Office deemed to be a body for the purpose of the law, with staff appointed in accordance with the Public Service Act

Overview of the mandate of the NSO

- Responsible for the adequate and optimal application of the provisions relating to the complaint processing procedure
- Promotes the complaint processing procedure and disseminate information on the rights of students and their parents
- Provides coordination, support and advisory services to the Regional Student Ombudsmen (RSO) under their authority
- Encourage concerted actions by the RSOs and the sharing of good practices
- May intervene following recommendations of the RSO
- Submits a yearly accountability report to the Minister, makes recommendations for the continuous improvement of services offered to students and may make recommendations of collective scope considered useful with regard to services provided by SBs or private educational institutions
- Advises on any matter referred to them by the Minister
- May determine the information asset that school service centres and private educational institutions must use for complaint examination.

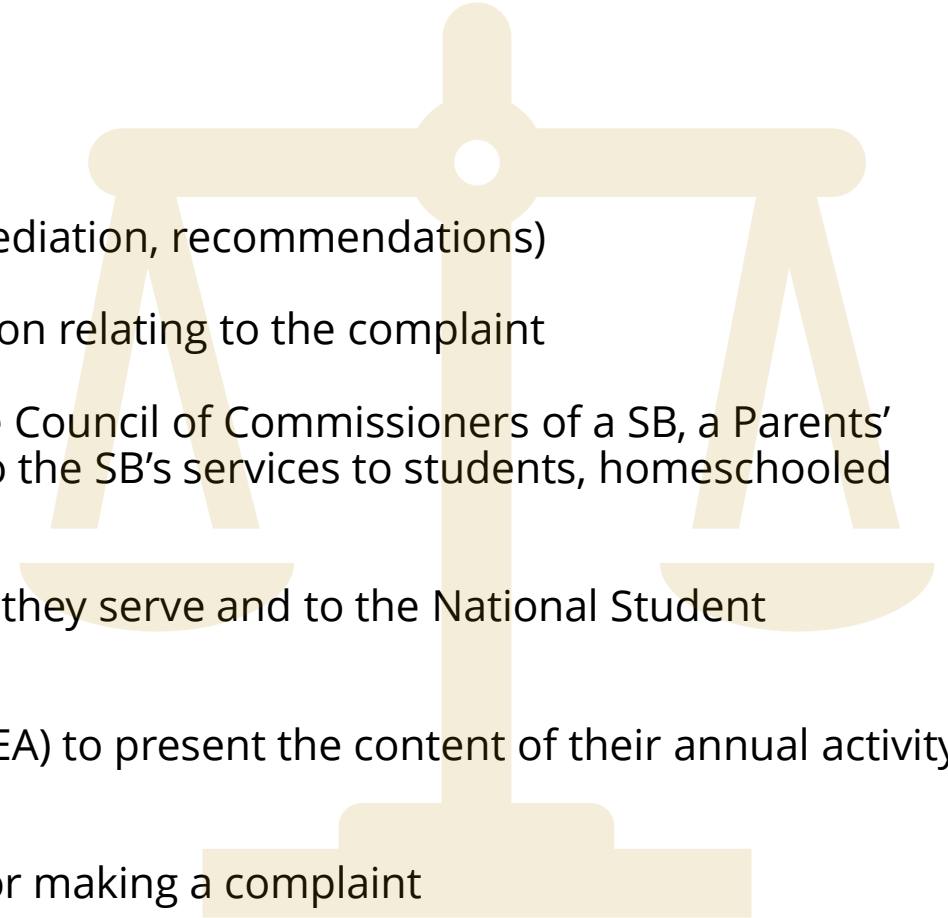


Regional Student Ombudsmen (RSOs)

- Appointed by the Minister, following a selection Committee
- Full term (exclusive in such case) or part time term
- Assigned to a region by the NSO

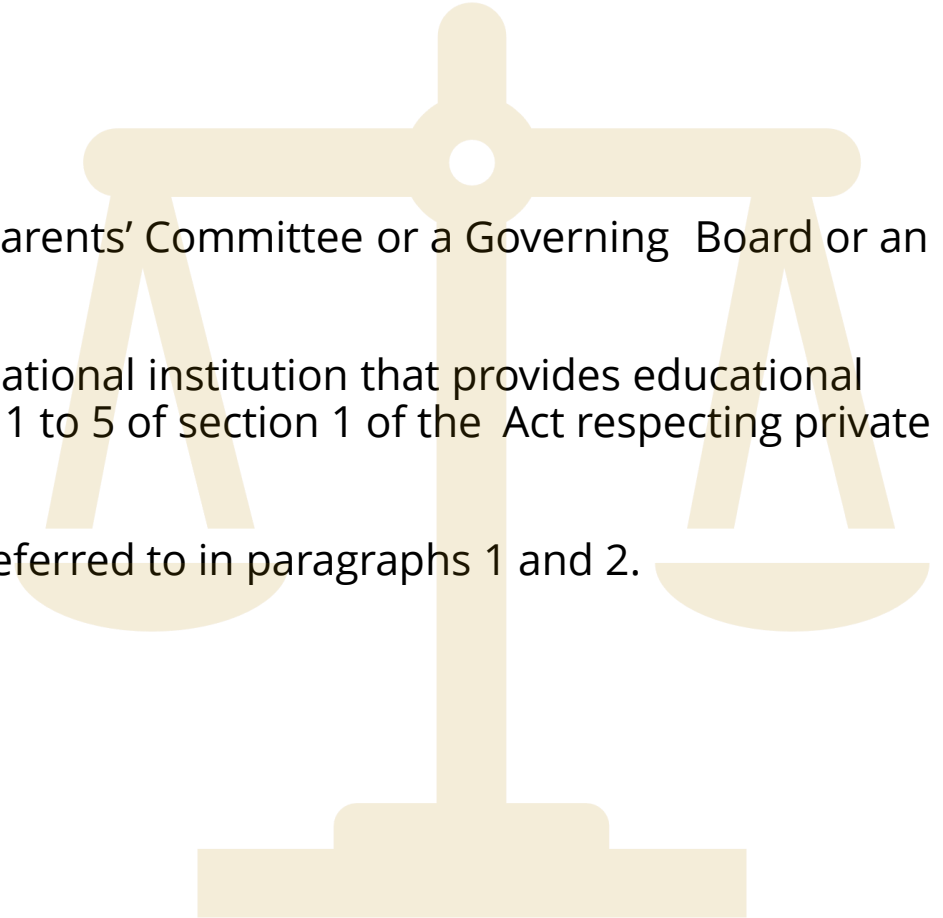
Overview of the mandate of the RSOs

- Process complaints in educational contexts (investigation, possible mediation, recommendations)
- Assist the complainant in drawing up a complaint or in taking any action relating to the complaint
- May be called upon to give an opinion on any matter submitted by the Council of Commissioners of a SB, a Parents' Committee, a Student Committee under their jurisdiction with regard to the SB's services to students, homeschooled children or their parents
- Submit a yearly accountability report to the educational organizations they serve and to the National Student Ombudsman
- Attend the School Board's yearly public information meeting (s. 220.1 EA) to present the content of their annual activity report and answer questions addressed to them concerning the report
- Receive complaints of persons believing they are victims of reprisals for making a complaint
- Receive the schools' Governing Board document evaluating the results achieved by the school with respect to preventing and dealing with bullying and violence (s. 83.1 EA)



NSO and RSOs may not be:

- a member of a School Boards' Council of Commissioners, a Parents' Committee or a Governing Board or an employee of the School Board;
- a director, shareholder, officer or employee of a private educational institution that provides educational services belonging to the categories referred to in paragraphs 1 to 5 of section 1 of the Act respecting private education (chapter E-9.1); or
- related or connected by marriage or civil union to a person referred to in paragraphs 1 and 2.



Bill 9 is now at the Committee stage

Stages in the Consideration of a Public Bill

The following stages normally take place in separate sittings of the Assembly:

- **Introduction:** The bill's sponsor (an MNA or minister) presents it to the Assembly for consideration. The bill can usually be consulted online in the list of bills under consideration within one hour of its introduction. **November 23, 2021**

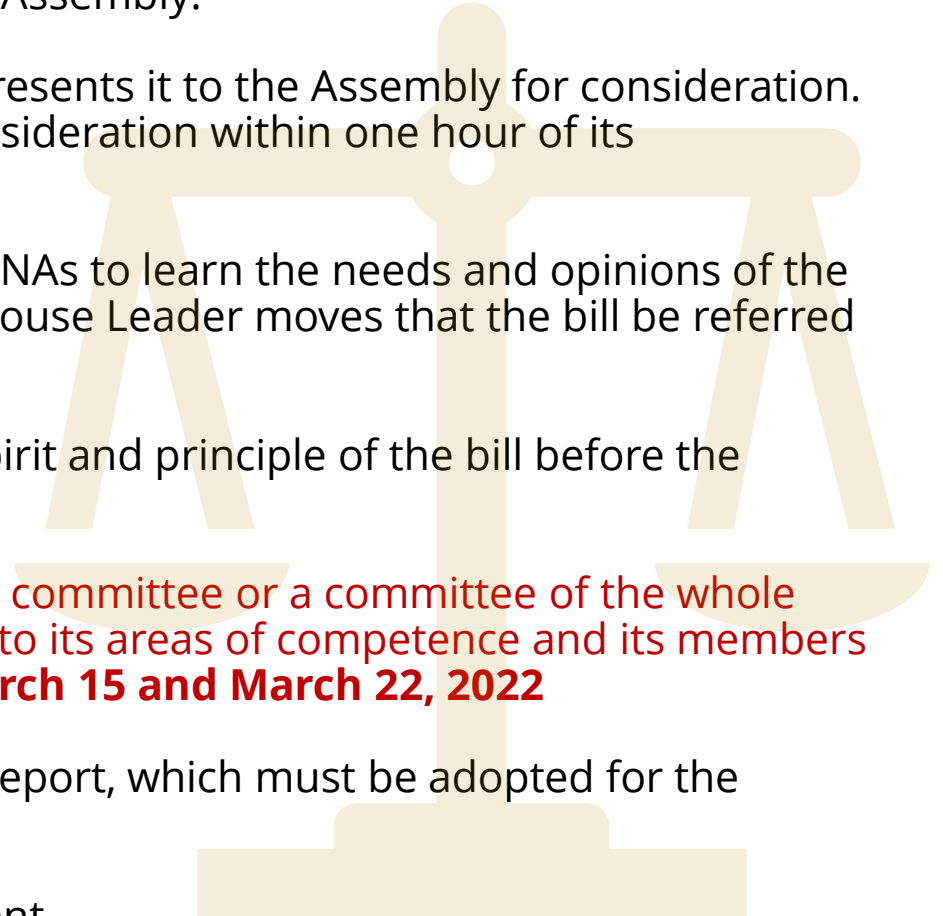
- **Referral for consultation:** This optional stage allows MNAs to learn the needs and opinions of the persons or bodies affected by a bill. To this end, the Government House Leader moves that the bill be referred to a committee for consultation. **January 19 and 20, 2022**

- **Passage in principle:** At this stage, MNAs debate the spirit and principle of the bill before the Assembly. **February 3, 2022**

- **Committee stage:** The bill is studied in a parliamentary committee or a committee of the whole (which includes all 125 MNAs). The committee is chosen according to its areas of competence and its members examine each of the bill's clauses. **ONGOING: Sittings held on March 15 and March 22, 2022**

- **Report stage:** The Assembly votes on the committee's report, which must be adopted for the process to continue.

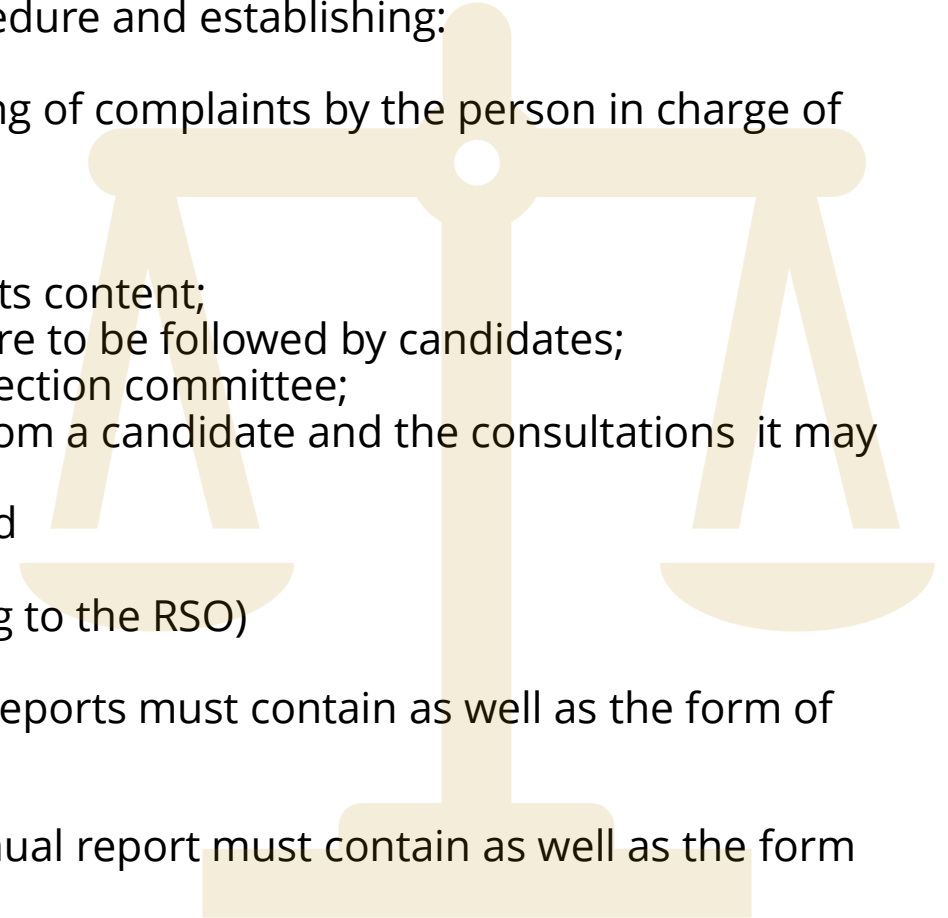
- **Passage:** This is the final stage before a bill is given assent. The bill can be amended in stages 4, 5 and 6; its sponsor (an MNA or a minister) or another Member may propose amendments to the bill. However, in the final stage (passage), only the bill's sponsor can propose amendments.



Upcoming Regulation

Regulation replacing the Regulation on Complaint Examination Procedure and establishing:

- any other terms relating to the filing of a complaint or the processing of complaints by the person in charge of processing complaints
- the recruiting and selection procedure of RSOs, including
 - (1) the publicity to be made for recruitment purposes and its content;
 - (2) the eligibility requirements and the application procedure to be followed by candidates;
 - (3) the selection criteria to be taken into account by the selection committee;
 - (4) the information the selection committee may require from a candidate and the consultations it may hold; and
 - (5) the period for which a declaration of qualification is valid
- other terms that a complaint may also be filed (other than in writing to the RSO)
- any other information that regional student ombudsmen's annual reports must contain as well as the form of the reports
- any other information that the National Student Ombudsman's annual report must contain as well as the form of the report





Complaint process

Defined in Bill 9



STEPS AND DELAYS

SUMMARY: Cumulative delays of up to 70 WORKING days (without any suspension at RSO level)

Person concerned/immediate supervisor (10 days) -> SB Complaints Officer (15 days) : School Board level, maximum of 25 days

-> Regional Student Ombudsman (20 days) -> National Student Ombudsman (If recommendations by RSO: 5 days to review them) -> National Student Ombudsman (10 days to substitute their recommendations) : NSO level, maximum of 35 days

-> School Board (Follow-up on NSO/RSO recommendations) : 10 days

DETAILED PROCESS: Students or their parents can make a complaint on a service they received, are receiving, ought to have received or require from the School Board to:

1- The Person directly concerned or their immediate supervisor (who must inform the Principal or Centre Director) OR in the case of a disclosure related to bullying or violence, directly to the Principal of the school.

DELAY: 10 working days

2- The Person in charge of processing complaints at the SB (Complaints Officer) if the complainant is dissatisfied or if the complaint has not been “processed” within the delay. The Complaints Officer may notify:

- HR that facts raise questions of a disciplinary nature. If the Complaints Officer considers it expedient, the complainant is also notified. The Complaints Officer keeps investigating.

- The Minister if facts concern a serious fault or derogatory act by a teacher referred to in section 26 of the Education Act. The Complaints Officer also notifies the complainant and keeps investigating.

DELAY: 15 working days

3- RSO in writing, if the complainant is dissatisfied or if the complaint has not been “processed” within the delay.

The RSO may notify:

- HR that facts raise questions of a disciplinary nature. If the RSO considers it expedient, the complainant is also notified. The RSO keeps investigating.
- The Minister if facts concern a serious fault or derogatory act by a teacher referred to in section 26 of the Education Act. The RSO also notifies the complainant and keeps investigating.

DELAY: 20 working days, excluding any suspension delay:

at the RSO level, the time limit is extended by the number of days equivalent to the period during which the processing of the complaint was suspended by consent of the complainant (section 32) or if the parties agreed to meet (section 37), as applicable.

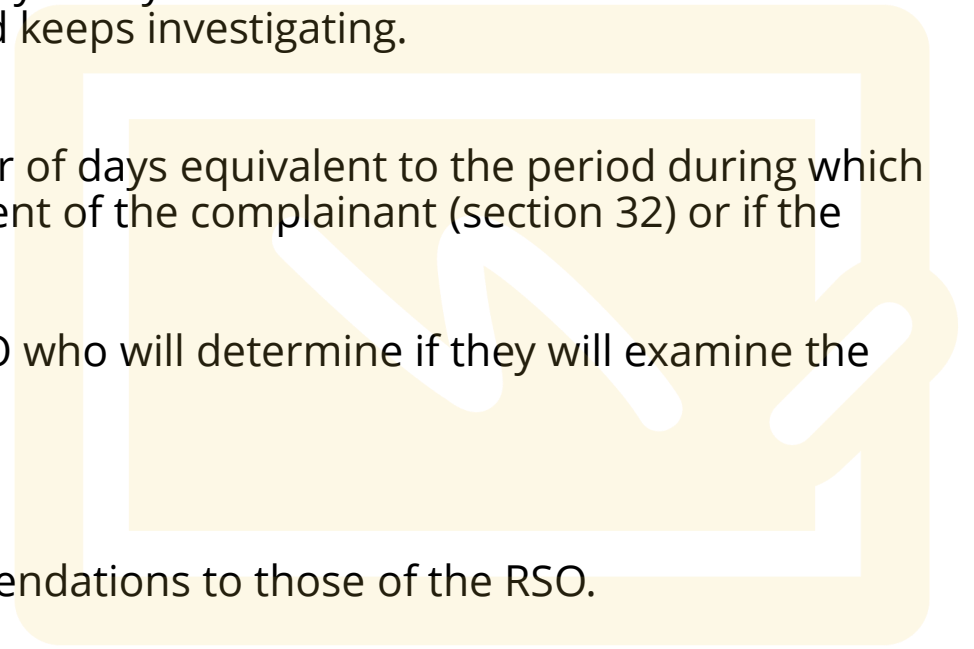
IF RSO MAKES RECOMMENDATIONS: Submits his report to the NSO who will determine if they will examine the complaint.

DELAY: 5 working days

If NSO examines the complaint, they may substitute their recommendations to those of the RSO.

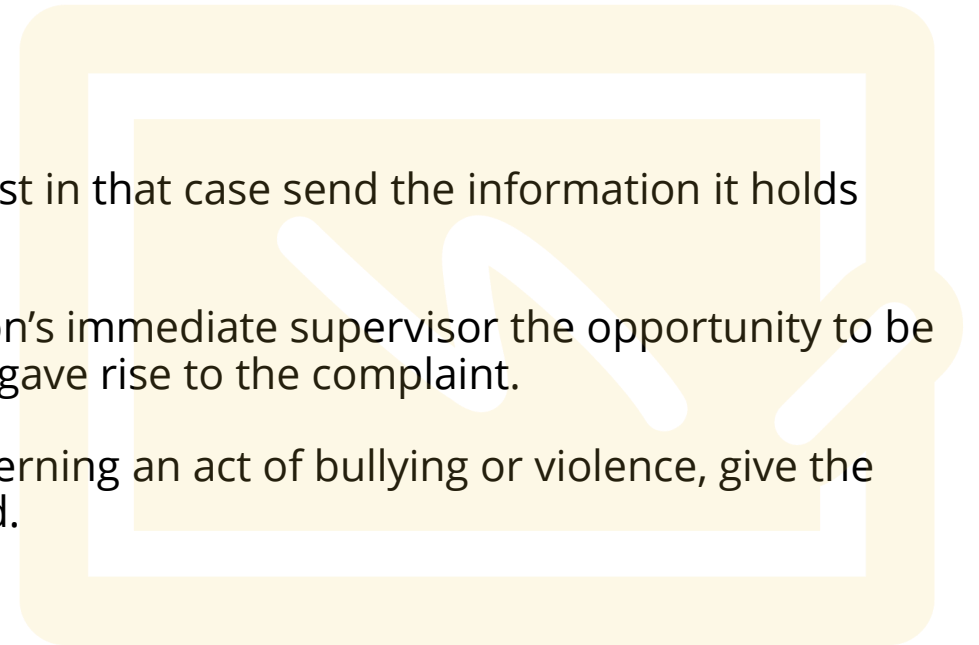
DELAY: 10 working days

If the processing of the complaint is not terminated within 25 working days after it is received, the RSO so informs the complainant and the School Board, indicating the reasons for an extension.



Investigative steps of the RSO

- Inform the School Board concerned by the complaint. The SB must in that case send the information it holds relating to the complaint without delay.
- Give the person directly concerned by the complaint or the person's immediate supervisor the opportunity to be heard and, where applicable, invite to remedy the situation which gave rise to the complaint.
- When the complaint concerns the follow-up on a disclosure concerning an act of bullying or violence, give the Principal of the educational institution the opportunity to be heard.



The RSO may:

- o Refuse to investigate a complaint if the circumstances warrant it (frivolous, vexatious, or made in bad faith) or if
 - (1) the complainant refuses or neglects to provide any information or considered relevant for a clear understanding of the facts;
 - (2) the RSO has reasonable grounds to believe that their intervention would clearly serve no purpose;
 - (3) the lapse of time between the facts on which the complaint is based and the receipt of the complaint makes it impossible to examine the complaint; or
 - (4) more than 30 days have elapsed since the person in charge of processing complaints has finished examining the complaint, unless the RSO is of the opinion that the complainant was unable to act.

- o Refuse to examine a complaint or terminate the examination of a complaint if a judicial or administrative recourse has been undertaken by the complainant and that the proceeding regards the facts on which the complaint is based or if the RSO considers that another proceeding could adequately and within a reasonable time correct the situation giving rise to the complaint.

- o With their consent, meet with all parties to attempt to bring them to an agreement.

- o Examine a complaint, despite the steps of the complaint processing procedure, if it is of the opinion that following the steps of the procedure may not adequately correct the situation or that the time taken for processing the complaint at the previous steps makes their intervention unnecessary.

The RSO must:

- o Notify the complainant without delay, giving reasons and, in the case of more appropriate proceedings, indicating the proceedings to be brought when they refuse to examine a complaint or terminate the examination of a complaint.

Responsibilities of the Person in charge of processing complaints (School Board Complaints Officer)

- o Process complaints of persons dissatisfied with the processing of it or whose complaint has not been processed within 10 working days after it was received by the person directly concerned by the complaint or with the person's immediate supervisor.
- o Process complaints of persons dissatisfied with the follow-up on a disclosure concerning an act of bullying or violence made to a Principal.
- o Within 15 working days after receiving the complaint, give the complainant, the person directly concerned by the complaint and the Council of Commissioners (and the Principal in the case of disclosure of acts of bullying or violence) an opinion on the merits of the complaint and specify any corrective measures.
- o May notify HR that facts raise questions of a disciplinary nature. If the Complaints Officer considers it expedient, the complainant is also notified.
- o May notify the Minister and the complainant if facts concern a serious fault or derogatory act by a teacher referred to in section 26 of the Education Act.
- o Send the RSO in charge of accountability a yearly activity report for the preceding school year.

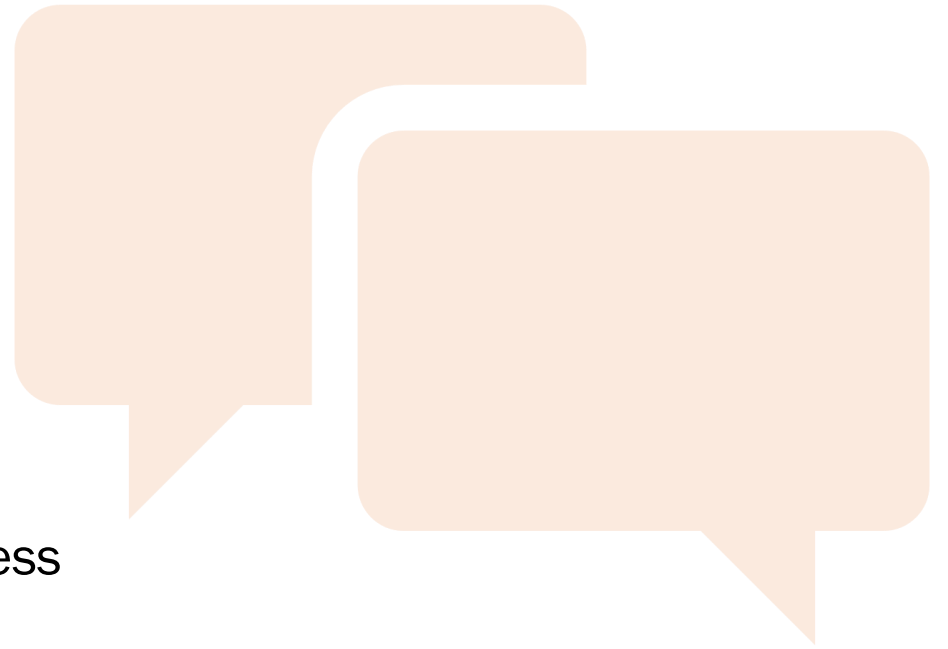
Responsibilities of the School Board/Council of Commissioners

- o Designates the Person responsible of processing complaints from among the personnel.
- o Is informed by the person in charge of processing complaints of the opinions on the merits of the complaints and of corrective measures provided to the complainants.
- o Within 10 working days after receiving conclusions or recommendations, informs the complainant and the RSO in writing of the action it intends to take on these recommendations or conclusions and, if applicable, of the grounds for any refusal to take action on a recommendation or a conclusion. The Council of Commissioners may overturn, entirely or in part, a decision referred to in conclusions or recommendations of the RSO or NSO and make the decision which, in its opinion, ought to have been made in the first instance (there no longer is a reconsideration process).
- o Presents the content of the annual report provided for in section 220 EA in a public meeting, also attended by the RSO, to answer questions concerning the report, including on the complaint process.



Questions on the application of Bill 9

- General disparities with the current process



▶ Although the final bill is not yet adopted, it must be highlighted that the complaint processing delays are very short and strict for the School Board (no possibility to extend in cases of complicated investigations). What about complaints which require a longer delay to review or involving health partners (for example, in the course of a PSII)?

▶ A person whose complaint “has not been processed” within the delay specified at that level can request that their complaint be examined at the next level: what does “processed” entail?

▶ The notion of reports and complaints in matters of bullying and violence is replaced by the notion of disclosures concerning an act of bullying or violence. As per s. 96.14 EA, the school Principal still receives and deals with these disclosures.

S. 75.1 EA, on the AVAB plans approved by the GB, is modified as follows (modification in wording):

(...)

(4) *procedures for ~~reporting or registering~~ disclosing an act of bullying or violence and, more particularly, procedures for reporting the use of social media or communication technologies for cyberbullying purposes;*

(...)

(6) *measures to protect the confidentiality of any ~~report or complaint~~ disclosure concerning an act of bullying or violence;*

(...)

(9) *the required follow-up on any ~~report or complaint~~ disclosure concerning an act of bullying or violence.*

(...)

A document explaining the anti-bullying and anti-violence plan must be distributed to the parents. The governing board shall see to it that the wording of the document is clear and accessible. The document must indicate the option of using the complaint processing procedure established by the Act respecting the National Student Ombudsman (insert the year and chapter number of that Act) for a person who is dissatisfied with the follow-up on a disclosure.

► The Complaint Procedure which the School Board must adopt under s. 220.2 EA remains regarding complaints related to functions/services of the School Board **not covered by the Complaint Processing Procedure**. It seems that the application of the remaining Complaint Procedure will be very limited:

Modified s. 220.2 EA:

After consulting with the parents' committee, every school board shall establish, by by-law, a procedure for the examination of complaints related to its functions.

*The procedure **does not apply**, however, to complaints filed by a student, homeschooled child or the parents of either with regard to the services the school board provides to them. Those complaints are subject to the procedure provided for in the Act respecting the National Student Ombudsman (insert the year and chapter number of that Act).*

► Concerning questions of a disciplinary nature referred to HR or serious fault or derogatory acts by a teacher referred to the Minister as per section 26 of the Education Act:

- Serious responsibility on the shoulders of the Complaints Officer to determine in a short period of time (15 days). If HR is not notified, could the Complaints Officer make recommendations in HR matters? At the RSO or NSO level, what they make recommendations in the SB's HR matters?

- In all cases, the examination of the complaint continues even if HR or Minister is notified whereas the current s. 220.2 EA states that the Student Ombudsman must cease to act as soon as they become aware that a complaint has been filed with the Minister?

► Territories differ from French School Service Centres to English School Boards... How will the RSOs operate?

► Although an RSO is assigned to a region, another RSO may examine a matter at the request of the NSO (s. 29) or another person authorized by the NSO may investigate (s. 35). They will however not be familiar with the operations of that School Board.

► In Bill 9, the Complaints Officer does not have the possibility to refuse or cease to examine complaints (as opposed to RSO and NSO). Will this possibility appear in the upcoming Regulation?

Powers and immunity – Bill 9

40. For the conduct of an investigation, the National Student Ombudsman, regional student ombudsmen and any other person authorized for such purpose have the powers and immunity of commissioners appointed under the Act respecting public inquiry commissions (chapter C-37), except the power to impose imprisonment.

Under this Act, the powers to inquire into the matters referred to them for investigation, by all such lawful means as they may think best fitted to discover the truth, including:

- summon attendance and order to bring before them such books, papers, deeds and writings as appear necessary for arriving at the truth
- require the usual oath or affirmation
- consider a person in contempt of court and proceed for such contempt in the same manner as any court or judge under like circumstances, without however the power to impose imprisonment (fines or community work?).

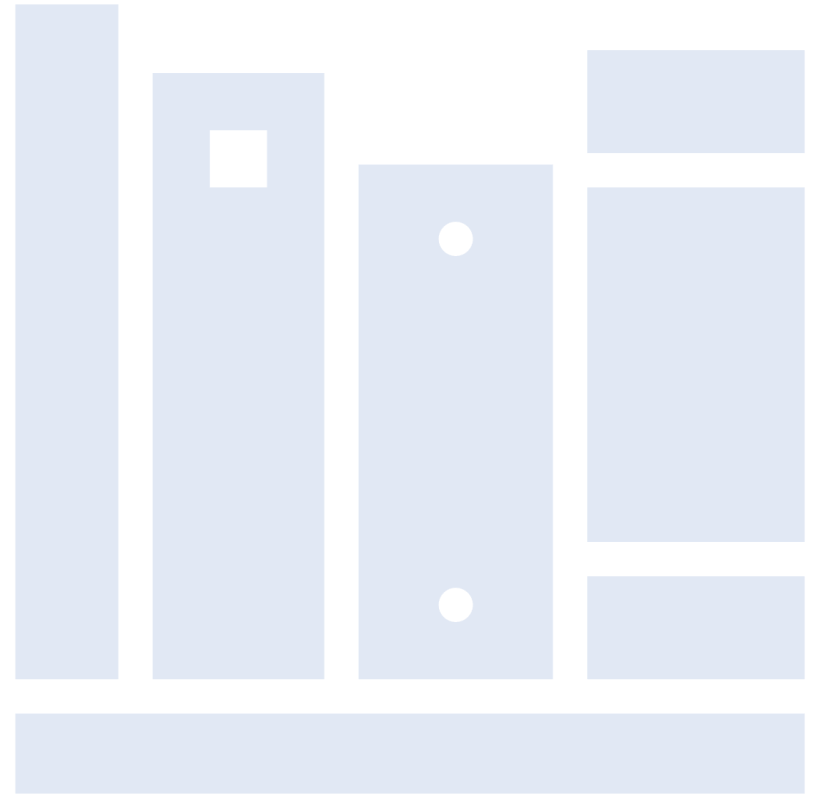
41. Despite any other general law or special Act, the National Student Ombudsman, regional student ombudsmen and members of the National Student Ombudsman's personnel may not be compelled to make a deposition relating to information obtained in the exercise of their functions or produce any document containing such information.

Despite section 9 of the Act respecting Access to documents held by public bodies and the Protection of personal information (chapter A-2.1), no person has a right of access to such a document.

44. Except on a question of jurisdiction, no application for judicial review under the Code of Civil Procedure (chapter C-25.01) may be exercised nor any injunction granted against the National Student Ombudsman, a regional student ombudsman or a member of their personnel in the exercise of their functions.



ANNUAL REPORTING



Levels and delays

1- School Board's Complaint Officer (by Sept. 30):

The report indicates the number and nature of complaints received from students attending an educational institution located in the regional student ombudsman's assigned region and homeschooled children residing in that region, or from their parents. The report also includes the time taken to examine the complaints, the nature of the corrective measures recommended and any follow-up to those measures. The report must separately list complaints concerning acts of bullying or violence.

2- RSO (by Oct. 31):

The report states, in particular,

- (1) the number of complaints received, examined, refused or abandoned since the last report, and the nature of and grounds for those complaints;
- (2) the time taken for complaint examination;
- (3) the nature of the recommendations and the action taken on those recommendations within the scope of the examination of a complaint; and
- (4) the number and nature of the matters submitted to the regional student ombudsmen for an opinion.

The regional student ombudsmen send the reports received from the School Board's Complaint Officer at the same time.

3- NSO (by December 31 to the Minister, who tables it in the National Assembly):

The report must set out, in particular and separately for each region:

- (1) the number of complaints received, examined, refused or abandoned since the last report, and the nature of and grounds for those complaints;
- (2) the time taken for complaint examination;
- (3) the nature of the recommendations and the action taken on those recommendations within the scope of the examination of a complaint; and
- (4) the number and nature of the matters submitted to the them for an opinion.



Questions?

Thank you!