

Student Ombudsman



In April 2016, Kativik Ilisarniliriniq adopted its Policy on Student Ombudsman Process. The objective is to help students or parents resolve a situation that concerns them so that they and the institution or service can continue to work together in the best interests of the students and, ultimately, in the best interests of all.

In this context, Kativik Ilisarniliriniq has designated a Student Ombudsman. The latter is a neutral and independent third party. He is neither the representative of the parents or the students nor the representative of the School Board. Neither is he an employee of the School Board.

The Student Ombudsman acts in complete confidentiality. He examines complaints submitted to him on a case-by-case basis. He has the power to make recommendations to the

Council of Commissioners, not to make decisions.

A student or parent who is dissatisfied with a service received or with the application of a regulation, procedure or practice is invited to follow the following 3 steps.

1 Attempt to resolve the issue with the person concerned.

A student or parent who is dissatisfied with a service received or with the application of a regulation, procedure or practice is first expected to resolve the issue with the person directly involved, i.e., the person who made the decision. Thereafter, if the issue is not resolved, the procedure is as follows:

- If the complaint concerns an employee of a school or centre, it must be redirected to the School Principal or Centre Director. Should

the student or parent be dissatisfied with the handling or outcome of the complaint, he or she may forward the complaint to the Director of School Operations or the Director of Adult Education, as the case may be, or request that it be referred to the Associate Secretary General.

- Complaints concerning a Principal or Centre Director in the regular sector must be submitted to the Director of School Operations or the Assistant Director General, as the case may be.
- Complaints concerning a Director of an Adult Education and Vocational Training Centre must be submitted to the Director of the Adult Education and Vocational Training Department.
- Generally speaking, complaints against

a department of the School Board or its employees must be submitted to the Director of that department.

Subsequently, should the student or parent be dissatisfied with the handling or outcome of the complaint, he may forward the complaint to the Director General or to his representative.

Should the student or parent still not be satisfied after these steps, the complaint may be forwarded to the Associate Secretary General as described in the next section.

2 **Contact the person responsible for handling complaints.**

Should the student or parent be dissatisfied with the handling of the complaint at the preliminary stage, the student or parent may contact the person in charge of reviewing complaints, i. e. the Associate Secretary General, to submit the complaint in writing.

The latter determines whether the complaint is admissible and, if so, forwards it to the Student Ombudsman

for investigation. Should the Associate Secretary General reject the complaint at this stage, the student or parent may appeal the decision, as described in Section 3.

Communications with the Associate Secretary General, whether verbal or written, may be in Inuktitut, English or French, depending on the student's or parent's preference.

3 **Refer to the Student Ombudsman.**

The Student Ombudsman intervenes when:

- The Associate Secretary General sends him a complaint deemed admissible.
- The student or parent appeals the rejection of the complaint by the Associate Secretary General. In this case, the "Request for Intervention by the Student Ombudsman" form must be completed and sent to the Associate Secretary General, who will then forward it to the Student Ombudsman.

The student or parent may also contact the Student Ombudsman directly at any time for assistance in

handling the complaint.

No later than 45 days after receiving the complaint, the Student Ombudsman must provide the Council of Commissioners with his or her opinion on the merits of the complaint and, where appropriate, recommend appropriate corrective action.

Within the same period, a copy of such notice and recommendations, if any, must be sent to the Associate Secretary General and the student or parent.

The Council of Commissioners must immediately inform the student or parent of the action it intends to take on the recommendations of the Student Ombudsman.

Student Ombudsman's contact details:

Caroline Lemay
514 716-6468
info@omega-ombs.ca

Associate Secretary General's contact details:
514 482-8220, poste 302
associatesecretarygeneral@kativik.qc.ca

Download the form on the school board's website.



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