

Administrative Procedure 390

OFFICE OF THE OMBUDSMAN REFERRAL

Background

The British Columbia government has established the Office of the Ombudsman. From time to time, individuals may choose to take their complaints about a school or the District to the Ombudsman.

Procedures

1. According to the guidelines and practices of the Office of the Ombudsman, notification of a complaint to the Ombudsman will either be made directly to the school involved or the District, depending on the circumstances of each complaint.
2. Referrals from the Office of the Ombudsman to the District Office will be made to the Superintendent or designate.
3. Principals receiving notice of complaint regarding their school shall inform the Superintendent that an investigation is taking place by completing Form 390-1.
4. Details of concluded investigation(s) shall be kept on file at the school and copies of final results supplied to the Superintendent's office.
5. The Superintendent or designate will summarize the types of school and District complaints registered in order to update the Board on an annual basis.

Reference: Sections 20, 22, 65, 85 School Act