

OFFICE OF THE OMBUDSPERSON REFERRAL

Background

The British Columbia government has established the Office of the Ombudsperson.

District administrators and principals will endeavour to assist the provincial Ombudsperson in resolving any query made regarding an action or decision made by the District or an employee of the District.

Procedures

1. According to the guidelines and practices of the Office of the Ombudsperson, notification of a complaint to the Ombudsperson will either be made directly to the school involved or to the District School Board Office, depending on the circumstances of each complaint.
2. Ombudsperson inquiries to a school will be received by the Principal. The Principal will notify the Superintendent immediately of the inquiry. The Principal will provide the Superintendent or designate with copies of all correspondence to or from the Ombudsperson.
3. Inquiries from the Office of the Ombudsperson to the District School Board Office will be directed to the Superintendent who will refer the inquiry as required.
4. When appropriate, the Ombudsperson's inquiry will be discussed with the staff involved
5. Details of concluded investigation(s) shall be kept on file at the school and copies of final results supplied to the Superintendent's office.

*Reference: Sections 17, 20, 22, 65, 85 School Act
Freedom of Information and Protection of Privacy Act
Ombudsperson Act
Collective Agreements*

SD No. 40 (New Westminster)

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Modification to this document is not permitted without prior written consent from SD No. 40 (New Westminster)