

## **OFFICE OF THE OMBUDSMAN REFERRAL**

### **Background**

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

District and school-based administrators will endeavour to assist the provincial Ombudsman 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 Ombudsman, notification of a complaint to the Ombudsman will either be made directly to the school involved or to the District Office, depending on the circumstances of each complaint.
2. Ombudsman 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 with copies of all correspondence to or from the Ombudsman.
3. Inquiries from the Office of the Ombudsman to the District Office will be directed to the Superintendent who will refer the inquiry as required.
4. When appropriate, the Ombudsman'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.
6. The Superintendent will summarize the types of school and District complaints registered in order to update the Board on an annual basis.

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

Adopted: September 1, 2018