

FOR BETTER PROTECTION OF THE RIGHTS OF STUDENTS IN QUÉBEC

GOALS

- › **Speed up, standardize and strengthen the effectiveness of the complaint processing procedure:** Three-step process for the person making the complaint
- › **Enhance independence and transparency:** Creation of an independent body, outside of the school network, throughout Québec
- › **Professionalize the role:** Rigorous selection process and ongoing training
- › **Ensure better accessibility to this recourse and promote awareness of it:** Sharing of information regarding this recourse and the procedure

Complaint processing procedure comprising 3 steps for the person making the complaint

LOCAL RECOURSE

SCHOOL SERVICE CENTRES (SSC) / SCHOOL BOARDS (SB) / PRIVATE SCHOOLS

Responsibilities of the Board of Directors / Council of Commissioners:

- › Make decisions based on the recommendations
- › Provide a report to the regional student ombudsman (RSO)



Submission of complaint
Person making the complaint (student or parents)

1 **Complaint processing (10 working days)**
Person directly concerned or their immediate supervisor

2 **Complaint processing (15 working days)**
Person in charge of processing complaints

FINAL RECOURSE

Complaint processing (20 working days) and transmission of conclusions and recommendations, if necessary, to the person making the complaint as well as the SSC, SB or private school

Regional Student Ombudsman (RSO)

3

Scrutiny and ruling on the complaint (5 working days)
If necessary, modification of the recommendations (+10 working days)

National Student Ombudsman (NSO)

REGIONAL STUDENT OMBUDSMAN (RSO)

Responsibilities:

- › Process complaints (investigation, mediation, recommendations)
- › Support the educational organizations
- › Share information with the public and with parents
- › Produce accountability reports

NATIONAL STUDENT OMBUDSMAN (NSO)

Responsibilities:

- › Apply the complaint processing procedure adequately and effectively
- › Provide coordination, support and advisory services to the RSO and the Ministère
- › Intervene following the recommendations of the RSO
- › Coordinate, distribute and monitor the work done by RSO

MINISTER OF EDUCATION

Responsibility: Institution of the NSO

Legislative powers:

- › Complaint processing procedure
- › Process for recruiting and selecting RSO
- › Accountability reports

For more information: [Québec.ca/student-ombudsman](https://quebec.ca/student-ombudsman)