

Ombudsman Requests and Responses to Complaints

Administrative Procedure

Status:	Active
Effective:	June 2016
Revision Date:	November 2024
Review Date:	November 2028
Responsibility:	Associate Director of Education

Intended Purpose

The Halton District School Board is committed to providing cooperative and timely responses to issues identified by the Ontario Ombudsman as they relate to the processes followed by the Board.

Procedures:

Issues or concerns identified by the Ontario Ombudsman will be forwarded to the Associate Director as the single point of contact for these matters.

The Associate Director of Education will involve senior staff as required to investigate Board processes, (including policies, procedures and practices), in order to provide the Ombudsman with the appropriate information in response to the Ombudsman's identified area of concern.

If further investigation is required, the Associate Director of Education in consultation with the Director of Education and/or appropriate senior staff will follow up on the identified concerns raised by the Ombudsman, and report back to the Office of the Ombudsman.

Should the Ombudsman issue a report or recommendations regarding the Board's processes, the Associate Director in consultation with senior staff will review the report and/or recommendations, and refer the matter to the appropriate area for response. For example, matters dealing with Policy will comply with the Board's

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Policy Development and Review Policy. Administrative procedures will be reviewed by senior staff.

An annual information report will be provided to the Board of Trustees summarizing issues identified and actions taken by the Ombudsman relating to the Halton District School Board.

Cross-Reference:

Legislation

Public Sector & MPP Accountability & Transparency Act

Ministry Policy & Program Memoranda

Not applicable.

Board Policies, Procedures & Protocols

Addressing Public Concerns Administrative Procedure

Revision History

- November 2024 - minor changes
- November 2019
- September 2017