

Wednesday August 26, 2020

Me. Geneviève Dugré  
Assistant Director of Secretariat and Legal Services  
Lester B. Pearson School Board  
1925 Brookdale Avenue  
Dorval, QC H9P 2Y7

**Subject: Consultation of By-Law 9A Complaint Examination Procedure**

Dear Me. Dugré,

In regard to By-Law 9A, the Special Needs Advisory Committee would like to provide the following input:

We are very pleased with the amount of work that has gone into updating the policy and recognize that several of our requests were put into the new document. We would like to specifically make reference to how delighted we are to see the details in the addendum C flow chart and addendum D contact information sheet, this will make things significantly easier for parents to understand the process. Parents are often unaware of who to contact, specifically, who the Regional Director is for their child's school or centre. Addendum D will aid in obtaining that information, **but it would help parents if the contact information of the Regional Directors as well as the names of the schools/centres they represent were more easily accessible.**

We would like to take this opportunity to make you aware that **SNAC continues to hear from families that they were unaware of the formal complaint examination procedure.** They share stories of meeting with and writing principals and regional directors with their concerns/complaints and not being informed of the existence of the complaint examination procedure.

This is why once again we would ask that:

- 1) In addition to making the by-law available on the School Board website, ensure each school/center also includes either the by-law, or a direct link to it, on their school/center website where it will be easily accessible to parents. A direct link could also be provided on the Fusion Portal.
- 2) On Individual Education Plans, include not only that there is a complaint examination procedure, but also where it can be accessed.

Finally, we did not see mention to what qualifications or specific titles the Student Ombudsman must have to obtain this position. It also did not mention what the procedure is should the Student Ombudsman declare a real or perceived conflict of interest (as per section 4.2)?

It is our hope that most parents and students are able to address and resolve any issue they may have at the school/center level. However, when that is not possible, we would like to ensure that students and their parents are aware of and understand the process that is available that aids them in resolving their conflicts.

Thank you for the opportunity to participate in this consultation.

Respectfully,

Jennifer DiMarco – Chair  
Special Needs Advisory Committee, 2019-2020