ÉCOLE PRIMAIRE
CARLYLE
ELEMENTARY SCHOOL
ÉCOLE DU MONDE • IB WORLD SCHOOL

Commission scolaire English-Montréal
English Montreal School Board

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Complaints Procedure

Purpose

At Carlyle School, the administration and staff are committed to providing a safe, respectful, inclusive and supportive learning environment for all students and members of the school community. We value open communication and collaborative problem-solving and we encourage parents/guardians, students and community members to express concerns respectfully and promptly.

Our goal is to resolve concerns informally and as close to their source as possible. When concerns cannot be resolved informally, the following complaint process will be followed in accordance with the procedures established by the English Montreal School Board (EMSB) and the Act Respecting the National Student Ombudsman.

Definition of a Complaint

A complaint is a formal expression of concern or dissatisfaction about educational services that have been provided, are currently being provided, are expected to be provided, or were not provided when they should have been. All complaints are addressed in a fair, respectful and confidential manner, in accordance with EMSB procedures and relevant legislation.

Guiding Principles

- Complaints should be addressed in a timely, respectful and constructive manner.
- Whenever possible, concerns should first be resolved directly with the person involved.
- Retaliation against any individual making a complaint in good faith is prohibited.
- Complaints involving sexual violence may be reported directly to the Regional Student Ombudsman without following the first two steps of the process.

Complaint Resolution Procedure

- **Step 1 – Address the Concern with the Person Directly Involved**
  - The student or parent/guardian should first communicate with the person directly concerned or that person's immediate supervisor (e.g., teacher, support staff member, administrator, coach, daycare educator, etc.).
  - Complaints may be made verbally or in writing; however, written communication is recommended.
  - The person receiving the complaint will respond within 10 working days.

- **Step 2 – Complaint to the EMSB Complaints Officer**
  - If the concern is not resolved satisfactorily at Step 1, or if no response is received within 10 working days, the complaint may be submitted to the EMSB Complaints Officer.
  - The Complaints Officer will review the complaint and respond within 15 working days.
  - EMSB Complaints Officer:
    Nathalie Lauzière
    English Montreal School Board
    6000 Fielding Avenue
    Montreal, Quebec H3X 1T4
    Email: nlauziere@emsb.qc.ca
  - Complaint forms are available through the EMSB complaint process webpage.

- **Step 3 – Regional Student Ombudsman**
  - If the complainant remains dissatisfied after Step 2, or if no response is received within 15 working days, the matter may be referred to the Regional Student Ombudsman.
  - The Regional Student Ombudsman is independent from the EMSB and assists students and parents through the complaint process. The Ombudsman has up to 20 working days to examine the complaint and provide conclusions and recommendations.
  - Contact Information for the Regional Student Ombudsman:
    Phone or Text: 1-833-420-5233
    Email: plaintes-pne@pne.gouv.qc.ca
  - Additional information and complaint forms are available through the EMSB Ombudsman Services webpage.

Complaints Related to Sexual Violence

Complaints or reports concerning sexual violence involving a student may be submitted directly to the Regional Student Ombudsman without completing Steps 1 and 2 of the process. Such reports are handled confidentially and on a priority basis in accordance with provincial legislation.

Protection Against Reprisal

The Act Respecting the National Student Ombudsman protects individuals who make complaints or reports in good faith from retaliation or threats of retaliation.

References

- Act Respecting the National Student Ombudsman (CQLR, ch. P-32.01)
- English Montreal School Board Complaint Processing Procedure
- EMSB By-Law 13 – Procedure for the Examination of Complaints Relating to the Functions of the School Board