

Step 1

The student (or the parent of the student) makes an attempt, in good faith, to resolve the issue with the person who made the decision.

Step 2

If the complainant is not satisfied, he/she may then direct his/her complaint to the immediate superior of the person who made the decision.

Step 3

If the complainant is still not satisfied, he/she may direct his/her complaint to the next level:

> Principal > Regional Director of Schools

> Assistant Director General > Director General

Or

*> Director of the department > Assistant
Director General > Director General*

Step 4

If still dissatisfied, the complainant can address a written complaint to the:

> Director of Secretariat

who will start the process for the Reconsideration of a Decision.

COUNCIL OF COMMISSIONERS' DECISION

Decision can be:

- ***Upheld***
- ***Reversed***
- ***Modified***

Ombudsman

If the complainant is not satisfied with the decision of the Council of Commissioners, he/she can address his/her complaint to the Student Ombudsman by e-mail at:

StudentOmbudsman@lbpsb.qc.ca

or by phone at: 514-347-0328