

<b>Topic:</b>	<b>Ombudsman Requests and Responses to Complaints</b>
<b>Effective:</b>	<b>June 2016</b>
<b>Revision Date:</b>	<b>September 2017, November 2019</b>
<b>Review Date:</b>	<b>September 2024</b>
<b>Cross-Reference:</b>	<b>Public Sector &amp; MPP Accountability &amp; Transparency Act, 2014 Halton District School Board Admin Procedure: Dealing with Public Concerns</b>
<b>Responsibility:</b>	<b>Associate Director of Education</b>

**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 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 in consultation with ***the Director 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 the senior administrative team 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 "Policy Development and Review Policy"; administrative procedures will be reviewed by senior administrative team and presented to the Board for information; practices will be reviewed by the various departments in consultation with the respective superintendents.

An annual information report will be provided to the Halton District School Board of Trustees in September each year, summarizing issues or concerns identified by the Ombudsman relating to the Halton District School Board.