

# Toronto District School Board

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Governance Procedure PR708

Title: **COMPLAINT PROTOCOL FOR THE BOARD MEMBER  
CODE OF CONDUCT**

Adopted: June 17, 2015  
Effectuated: June 17, 2015  
Revised: November 22, 2017; **May 21, 2025**  
Reviewed: November 22, 2017; **May 21, 2025**  
Authorization: Board of Trustees

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## 1. RATIONALE

The Board has established the Board Member Code of Conduct (“Code of Conduct”) to govern the conduct of Members of the Board and to provide transparency, accountability, and public confidence in its governance.

This Complaint Protocol for the Board Member Code of Conduct (the “Complaint Protocol”) supports implementation of the Board Member Code of Conduct (P075), Ontario Regulation 306/24: Integrity Commissioners and Process for Alleged Breaches of the Code of Conduct, and the *Education Act*.

## 2. OBJECTIVE

To outline the processes for making, investigating, resolving and reporting on the outcomes of complaints made under the Code of Conduct.

## 3. DEFINITIONS

*Appellant* means the party appealing the Integrity Commissioner’s determination.

*Bad Faith, Frivolous or Vexatious Complaint* refers to a type of complaint that may be refused by the Integrity Commissioner, based on their own assessment, and generally means the following:

- *Bad Faith* means brought with an ulterior motive: for example, motivated by ill will, hostility, malice, personal animosity, lack of fairness or impartiality, lack of total honesty such as withholding information. It includes serious carelessness recklessness and intentional fault.
- *Frivolous* means lacking a legal basis or legal merit; a matter that has little prospect of success; not serious, not reasonably purposeful;

- *Vexatious* means a complaint that is deliberately false, or that is brought forward without sufficient merit, solely to cause annoyance or distress. It is important to note that there is a difference between a vexatious complaint and a complaint that is unsubstantiated but that was brought forward based on the complainant's good faith belief that a breach occurred.

*Board* means the Board of Trustees pursuant to the *Education Act*.

*Business Day* refers to a day from Monday to Friday, excluding holidays.

*Chair* means the Chairperson of the Board.

*Complainant* means a Member of the Board who files a Notice of Complaint, or a Staff Member or a Member of the Public who submits a complaint to [trusteecomplaint@tdsb.on.ca](mailto:trusteecomplaint@tdsb.on.ca) alleging a breach of the Code of Conduct.

*Discrimination* means adverse treatment that is unfair based on one or more protected grounds under the *Human Rights Code*; or treatment that results in disadvantage, violates dignity, or perpetuates prejudice against a person or group in relation to one or more protected grounds under the *Human Rights Code*. Discrimination can be direct or indirect, individual or systemic and need not be intended.

*Harassment* means a course of vexatious comment or conduct based on a protected ground under the *Human Rights Code*, which is known, or ought reasonably to be known, to be unwelcome, and includes sexual harassment. Harassment is a form of discrimination. It is usually the result of a series of incidents but may also result from one very serious incident.

*Integrity Commissioner* means the Integrity Commissioner appointed by the Board in accordance with applicable legislation and Board Bylaws.

*Member of the Board* means a member of the Board of Trustees pursuant to section 1(12) of the *Education Act*, with duties specified in section 218.1 of the Act.

*Member of the Public* means a member of the TDSB community (including parents/guardians/caregivers, students, and volunteers), residents of the City of Toronto, and individuals or organizations serving the TDSB community (PR718).

*Notice of Complaint* refers to a written notification of an alleged breach of the Code of Conduct (see Appendix B).

*Notice of Complaint Recipient* refers to the Member of the Board who receives the Notice of Complaint to refer to the Integrity Commissioner, as follows:

- Chair, unless the notice relates to the conduct of the Chair;
- Vice-Chair, if the notice relates to the conduct of the Chair;

- another Member of the Board who is neither the Complainant nor the subject of the complaint, if the notice relates to the conduct of both the Chair and Vice-Chair.

*Respondent* means the party responding to an appeal of the Integrity Commissioner's determination.

*Staff Member* means employee of the TDSB.

*TDSB* means the Toronto District School Board.

*Vice-Chair* means the Vice-Chairperson of the Board.

#### **4. RESPONSIBILITY**

The Board of Trustees, Integrity Commissioner, and the Director of Education.

#### **5. APPLICATION AND SCOPE**

This Complaint Protocol applies to all Members of the Board.

#### **6. PROCEDURES**

##### **6.1. General**

- 6.1.1. This Complaint Protocol describes informal and formal ways for Members of the Board, Staff Members, and Members of the Public to address complaints concerning the Code of Conduct and Members of the Board.
- 6.1.2. The Integrity Commissioner may provide advice to Members of the Board, information to Staff Members, and Members of the Public as well as options for resolving complaints.
- 6.1.3. The complaint process (Appendix A) provides an opportunity to resolve complaints as expeditiously and meaningfully as possible.
- 6.1.4. Anonymous complaints will not be accepted.

##### **6.2. Voluntary Pre-Complaint Resolution**

- 6.2.1. It is recognized that from time to time a contravention of the Code of Conduct may occur that is trivial, or committed through inadvertence, or an error of judgment made in good faith. In the spirit of collegiality and the best interests of the Board, the first purpose of alerting a Member of the Board to a breach of the Code of Conduct is to assist the Member of the Board in understanding their obligations under the Code of Conduct.
- 6.2.2. Members of the Board, Staff Members, and Members of the Public are encouraged to use informal means first to address conduct

prohibited by the Code of Conduct through the Voluntary Pre-Complaint Resolution process. However, Members of the Board, Staff Members, and Members of the Public are not required to attempt an informal resolution of a complaint before commencing a formal complaint described below. Members of the Board, Staff Members, and Members of the Public who have identified or witnessed conduct by a Member of the Board that they believe is in contravention of the Code of Conduct may address the situation through the Voluntary Pre-Complaint Resolution process, as follows:

- (a) advise the Member of the Board that their conduct contravenes the Code of Conduct;
- (b) encourage the Member of the Board to stop the conduct that they believe contravenes the Code of Conduct;
- (c) advise the Chair;
- (d) if applicable, confirm to the Member of the Board the satisfaction with the response of that Member of the Board; or,
- (e) if applicable, advise the Member of the Board of the dissatisfaction with the response.

6.2.3. The Chair, on their own initiative, may meet with a Member of the Board who is alleged to have breached the Code of Conduct, to discuss the alleged breach.

6.2.4. If the allegation of a breach of the Code of Conduct involves the Chair, the Vice-Chair may carry out these duties. At the Vice-Chair's discretion, they may include another Member of the Board to attend the above meeting.

6.2.5. The purpose of the meeting is to bring the allegation of the breach to the attention of the Member of the Board and to discuss remedial measures to correct the offending behaviour. The Voluntary Pre-Complaint Resolution process is conducted in private.

6.2.6. The duration of Voluntary Pre-Complaint Resolution process must take into consideration and not exceed the overall timeline prescribed by legislation, should the individuals subsequently decide to pursue the Formal Complaint Process. In accordance with the *Education Act*, the Integrity Commissioner may refuse to commence an investigation into an alleged breach of Code of Conduct if the complaint was made more than sixty (60) calendar days after the day the alleged breach occurred or was discovered.

### **6.3. Formal Complaint Process**

6.3.1. If the complaint cannot be resolved under the Voluntary Pre-Complaint Resolution process, the Formal Complaint process may be initiated as follows:

### Notification of an Alleged Breach of Code of Conduct

- 6.3.2. Members of the Board, Staff Members and Members of the Public may provide information about an alleged breach of the Code of Conduct by completing the Notice of Complaint form (Appendix B) and emailing it to [trusteecomplaint@tdsb.on.ca](mailto:trusteecomplaint@tdsb.on.ca). Alternatively, Notice of Complaint forms can be sent by registered mail, regular mail, or provided in person to Trustee Services:

5050 Yonge Street  
Toronto, Ontario  
M2N 5N8

If delivered by email or in person, receipt will be deemed to be effective immediately.

If delivered by regular mail, receipt will be deemed to be effective on the fifth (5<sup>th</sup>) Business Day following the date of mailing.

Individuals may contact Trustee Services at 416-395-8787 or [trusteeservices@tdsb.on.ca](mailto:trusteeservices@tdsb.on.ca) if accommodation is required.

The Notice of Complaint form from Staff Members and Members of the Public will be deemed to have been received by the Notice of Complaint Recipient.

- 6.3.3. The Notice of Complaint form must include the following:
- (a) Name and contact information of the Complainant alleging the breach;
  - (b) Name and contact information of the Member of the Board whose conduct is the subject of the notification;
  - (c) Date of the alleged breach;
  - (d) Description of the alleged breach; and,
  - (e) Provision(s) of the Code of Conduct allegedly breached.
- 6.3.4. Trustee Services will confirm the receipt, and will input, track, and immediately distribute the Notice of Complaint to the following parties:
- Notice of Complaint Recipient (i.e., Chair, Vice-Chair, or Member of the Board, as applicable)
  - Director's Office
  - Respondent Member of the Board
  - Entire Board of Trustees

- 6.3.5. Certain personal information will not be shared with all parties in order to protect personal information and maintain compliance with the *Municipal Freedom of Information and Protection of Privacy Act*.

#### Early Complaint Resolution Process

- 6.3.6. When a formal Notice of Complaint is brought against a Member of the Board, the Notice of Complaint Recipient may attempt to resolve the matter within twenty (20) Business Days, prior to submitting the complaint to the Integrity Commissioner, as follows:
- (a) the Notice of Complaint Recipient may engage in private mediation between the parties to resolve the complaint, subject to mutual agreement. For this purpose, the Notice of Complaint Recipient may, through the Director of Education, retain a mediator to assist in resolving the matter.
  - (b) the resolution process may also include a discussion and the use of remedial measures including, a warning, an apology, and/or the requirement of the Member of the Board to engage in the successful completion of professional development training such as that offered by the Ontario Education Services Corporation *Professional Development Program for School Board Trustees*.
  - (c) if the matter is resolved to the satisfaction of the Complainant, the Complainant will withdraw their Notice of Complaint.
  - (d) the Board will be advised whether the matter has been resolved and any agreed upon remedial measures or other basis for resolving the matter.
- 6.3.7. If the complaint is not resolved and withdrawn by the Complainant within twenty (20) Business Days after the Member of the Board, whose conduct is the subject of the alleged breach received the notice, Trustee Services, upon confirmation with the Notice of Complaint Recipient, will refer the matter to the Integrity Commissioner.

#### **6.4. Classification and Threshold Assessment by Integrity Commissioner**

- 6.4.1. The Integrity Commissioner will review the Notice of Complaint to determine if the matter relates to non-compliance with the Code of Conduct and not covered by other legislation or other relevant Board policies.
- 6.4.2. If the complaint is not pertinent to non-compliance with the Code of Conduct or the complaint is covered by other legislation or a complaint procedure under another Board policy, the Integrity Commissioner will advise the Complainant in writing as follows:
- (a) if the complaint is an allegation of a criminal nature consistent with the Criminal Code of Canada, the Complainant will be

advised that if the complainant wishes to pursue any such allegation, the Complainant must pursue it with the appropriate police force;

- (b) if the complaint is with respect to non-compliance with the *Municipal Conflict of Interest Act*, the Complainant will be advised to review the matter with the Complainant's own legal counsel;
- (c) if the complaint is with respect to non-compliance with the *Municipal Freedom of Information and Protection of Privacy Act*, the Complainant will be referred to the TDSB's FOI and Privacy Office;
- (d) if the complaint is with respect to non-compliance with a specific Board policy with a separate complaint procedure, the Complainant will be advised to pursue the complaint under that procedure; and
- (e) in other cases, the Complainant will be advised that the matter, or part of the matter, is not within the jurisdiction of the Integrity Commissioner to consider, with any additional reasons and referrals as the Integrity Commissioner considers appropriate.

#### Late, bad faith, frivolous or vexatious complaint

- 6.4.3. The Integrity Commissioner may refuse to commence an investigation into an alleged breach if,
  - (a) the complaint was made more than sixty (60) calendar days after the day the alleged breach occurred or was discovered, whichever is later, unless the Integrity Commissioner is satisfied the delay was incurred in good faith and no substantial prejudice will result to any person affected by the delay; or
  - (b) in the opinion of the Integrity Commissioner, the complaint is made in bad faith or is frivolous or vexatious.
- 6.4.4. If a breach relates to a series of incidents, the sixty (60) calendar day period runs from the day the last incident in the series occurred or was discovered.

#### Written Notice of Refusal

- 6.4.5. If the Integrity Commissioner refuses to commence an investigation, they will provide written notice of their decision to the Member of the Board who is the subject of the Complaint and to the Board of Trustees. Trustee Services will send a copy of the decision to the Complainant.

- 6.4.6. Decisions made by the Integrity Commissioner regarding refusal to commence an investigation are final.

#### **6.5. Investigation of Complaints by the Integrity Commissioner**

- 6.5.1. The Integrity Commissioner will commence an investigation into the alleged breach of the Code of Conduct within fourteen (14) calendar days after receiving the Notice of Complaint.
- 6.5.2. The Integrity Commissioner will provide the Member of the Board with the opportunity to respond to the allegations, as well as a right of reply, where appropriate.
- 6.5.3. In the course of conducting the investigation, the Integrity Commissioner may:
- Require the production of any records that may in any way relate to the investigation;
  - Examine and copy any records required; and
  - Require any officer of the Board or any other person to appear before the Integrity Commissioner and give evidence, on oath or affirmation, relating to the investigation.

#### **6.6. Determination and Reports by the Integrity Commissioner**

- 6.6.1. The Integrity Commissioner will make a determination with respect to a complaint of an alleged breach no later than ninety (90) calendar days after commencing the investigation, or within such other time period as may be prescribed by the regulation, unless the Integrity Commissioner notifies the Board of Trustees and the Member of the Board who is the subject of the complaint that an extension is necessary and of the reasons for the extension.
- 6.6.2. The Integrity Commissioner will provide the Member of the Board whose conduct was the subject of the complaint as well as the Board of Trustees written notice of a determination that the Member of the Board has or has not breached the Code of Conduct and any sanctions imposed.
- 6.6.3. The Integrity Commissioner's written notice of determination will include:
- (a) Reasons for the determination;
  - (b) Reasons for any sanctions; and,
  - (c) Information about the right to appeal, pursuant to section 218.3.2 of the *Education Act*.

#### **6.7. Appeal Process**

- 6.7.1. Either the Board or the Member of the Board whose conduct was the subject of the Integrity Commissioner's determination may



appeal the determination, the sanctions imposed, or both, and the Board and the Member of the Board are the parties to such an appeal. For clarity, Staff Members and Members of the Public who file a complaint cannot directly appeal the Integrity Commissioner's determination, only the Board or the Member of the Board whose conduct was the subject of the Integrity Commissioner's determination may do so.

- 6.7.2. The Board must adopt a resolution to initiate an appeal.
- 6.7.3. The Member of the Board whose conduct was the subject of the Integrity Commissioner's determination may initiate an appeal on their own accord.
- 6.7.4. When the Board initiates an appeal, the Member of the Board whose conduct was the subject of the Integrity Commissioner's determination will not vote on the Board resolution to determine whether the Board will appeal that determination.

#### Notice of Appeal

- 6.7.5. The Appellant will give written notice of the appeal to the other party and the Deputy Minister of Education no later than fifteen (15) Business Days after receiving written notice of the Integrity Commissioner's determination, or within such other time period as may be prescribed by regulation.

#### Appeal Panel Hearing

- 6.7.6. An appeal will be heard by a panel of three integrity commissioners appointed by the Deputy Minister of Education or their delegate, but the panel must not include the Integrity Commissioner whose determination is the subject of the appeal.
- 6.7.7. The chair of the panel will notify the parties to the appeal of the appointment of the panel.

#### Written Appeal, Submissions

- 6.7.8. The panel will hear the appeal in writing.
- 6.7.9. The Appellant will provide written submissions to the panel and the Respondent no later than twenty (20) Business Days after receiving notice that the panel has been appointed.
- 6.7.10. The Respondent will provide written submissions to the panel and the Appellant no later than twenty (20) Business Days after receiving the Appellant's submissions.
- 6.7.11. The Appellant will provide their written reply to the Respondent's submissions no later than ten (10) Business Days after receiving the Respondent's submissions.

- 6.7.12. The chair of the panel may extend any timeline at the written request of a party as set out in the regulations, in order to provide for the fair, just and expeditious resolution of the appeal.
- 6.7.13. A decision to extend a timeline will be provided to the parties in writing and a copy of the decision will be provided to the Deputy Minister of Education.

#### Hearing

- 6.7.14. The panel is required to hold a hearing in accordance with the regulations.

#### Panel Decisions

- 6.7.15. The panel may choose to:
- (a) define or narrow the scope of the appeal;
  - (b) limit the length of submissions from the parties;
  - (c) make interim decisions and orders; and
  - (d) on its own motion, and without holding a hearing, dismiss an appeal as frivolous or vexatious or commenced in bad faith.
- 6.7.16. A panel's decision made under section 6.7.13 (d) above is final.
- 6.7.17. The chair of the panel will notify the parties of any decisions made by the panel.

#### Decision

- 6.7.18. The panel will provide its decision and its reasons, including any dissent, to the parties in writing no later than thirty (30) Business Days after receiving the Respondent's submission.
- 6.7.19. The panel will provide a copy of the decision, reasons and dissent to the Deputy Minister of Education.

#### Determination Overturned

- 6.7.20. If the panel overturns the determination made by the Integrity Commissioner, any sanction imposed by the Integrity Commissioner is revoked.

#### Determination Upheld

- 6.7.21. If the panel upholds the determination made by the Integrity Commissioner, the panel will, within the time required by the regulations, uphold, vary or overturn the sanction.

#### Determination Varied or Overturned

- 6.7.22. If a sanction is varied or overturned, the variation or overturning will be deemed to be effective as of the date the original determination was made.

### Final Determination

- 6.7.23. The decision of a panel respecting the determination of the Integrity Commissioner is final.

## **6.8. Payment of Legal Costs**

- 6.8.1. Subject to subsection 6.8.3, a Member of the Board who is a respondent to a complaint under this Complaint Protocol may be reimbursed for actual and reasonable legal and related expenses:
- (a) To respond to the Complaint, up to a maximum of \$5,000;
  - (b) To respond to an appeal, up to a maximum of \$10,000; and/or
  - (c) In the case of an application under the *Judicial Review Procedure Act*, to commence or respond to the judicial review application, up to a maximum of \$20,000 for legal expenses that are not covered by the costs awarded by the court.
- 6.8.2. The Board may consider an advance payment to a Member of the Board who is the subject of complaint for legal expenses prior to completion of an investigation for a maximum amount of \$5,000. The Member of the Board will not be required to reimburse the spent funds if the Integrity Commissioner determines that no breach of the Code of Conduct occurred. Otherwise, all advanced funds must be returned to the Board immediately upon conclusion of the investigation.
- 6.8.3. Unless otherwise authorized by the Board of Trustees, costs will only be reimbursed under this section to the Member of the Board if the Integrity Commissioner or appeal panel (as outlined in section 6.7) concludes that there have been no sanctions applied as a result of a contravention of the Code of Conduct by the Member of the Board, a formal complaint has been withdrawn, or the judicial review decision is in the Member of the Board's favour.

## **6.9. Confidentiality, Records and Public Information**

- 6.9.1. Unless required by law, any person involved in the complaint process as a party or witness must keep information they receive in the course of the complaint process confidential and not disclose or release to anyone any information about the incident/complaint except to the extent necessary to protect the safety of a Member(s) of the Board, Staff Member(s), or member(s) of the public, to investigate the incident/complaint, to implement decisions of the Integrity Commissioner or appeal panel, or as otherwise required by law.
- 6.9.2. The Integrity Commissioner and every person acting under their instructions will preserve confidentiality with respect to all matters that come to their knowledge in the course of any investigation except as required by law in a criminal proceeding or in accordance

with the provisions of the Code of Conduct concerning reporting to the Board.

6.9.3. The Board will keep records and publish information on its public website about the following:

- A notification of an alleged breach of Code of Conduct referred to Integrity Commissioner under subsection 218.3 (3) of the *Education Act*.
- A decision of the Integrity Commissioner to refuse commence an investigation into an alleged breach Code of Conduct under subsection 218.3 (8) of the *Education Act*.
- A determination of an Integrity Commissioner following an investigation and sanctions imposed under section 218.3.1 of the *Education Act*.
- A determination by appeal panel under subsection (7) or (8) overturning or upholding determination made by the Integrity Commissioner.

#### **6.10. Qualifications and Appointment of Integrity Commissioner**

6.10.1. In accordance with Ontario Regulation 306/24: Integrity Commissioners and Process for Alleged Breaches of the Code of Conduct, a person is qualified to be appointed by an English-language public board as an integrity commissioner if:

- (a) the person has a total of at least three (3) years' experience working as an integrity commissioner, a judicial or quasi-judicial adjudicator, an investigator or in a similar role in a legal context;
- (b) in working in the role or roles mentioned in clause (a), the person applied professional ethics rules and the principles of natural justice and fairness; and
- (c) the person demonstrates understanding of the rights set out in section 23 of the *Canadian Charter of Rights and Freedoms* and section 93 of the *Constitution Act, 1867*.

6.10.2. If the Minister of Education has created a roster of integrity commissioners, an appointment will be from the roster. The qualifications for members of the roster and the processes relating to the creation of the roster are subject to any requirements prescribed by the regulations.

## **7. EVALUATION**

This Complaint Protocol will to be reviewed as required but at a minimum every five (5) years.

## 8. APPENDICES

Appendix A: Code of Conduct Complaint Process

Appendix B: Notice of Complaint Form (Form 708A)

## 9. REFERENCE DOCUMENTS

### **Policies and Procedures:**

- Board Bylaws
- Board Member Code of Conduct (P075)
- Employee and Trustee Expenses (P016)
- Workplace Harassment Prevention for Non-Human-Rights-Code Harassment (P034)

### **Legislative Acts and Regulations:**

- *Canadian Charter of Rights and Freedoms*
- *Constitution Act, 1867, section 93*
- *Criminal Code of Canada*
- *Education Act*
- *Human Rights Code*
- *Judicial Review Procedure Act*
- *Municipal Conflict of Interest Act*
- *Municipal Elections Act*
- *Municipal Freedom of Information and Protection of Privacy Act*
- *Ontario Human Rights Code*
- Ontario Regulation 306/24: Integrity Commissioners and Process for Alleged Breaches of the Code of Conduct
- *Public Inquiries Act, section 33*

## CODE OF CONDUCT COMPLAINT PROCESS

## Voluntary Pre-Complaint Resolution Process

Members of the Board, Staff Members, and Members of the Public are encouraged to use informal means first to address the prohibited conduct through the Voluntary Pre-Complaint Resolution process. Members of the Board, Staff Members, and Members of the Public may advise the Member of the Board that they believe their conduct contravenes the Code of Conduct; encourage the Member of the Board to stop the prohibited conduct; or advise the Chair.

The Chair on their own initiative may meet with the Member of the Board who is alleged to have breached the Code of Conduct, to discuss the alleged breach. If the breach of the Code involves the Chair, the Vice-Chair may carry out these duties and may include another Member of the Board at the meeting.

If the complaint cannot be resolved, the Formal Complaint Process may be initiated in accordance with the steps below.

## Formal Complaint Process

Complainants Allegation of a Code of Conduct Violation (60 calendar days to file complaint)	Send Notice of Complaint (NOC) To	If Complaint is against... Then complaint is filed with →	Early Complaint Resolution Process	Referral of Complaint to Integrity Commissioner	Integrity Commissioner (IC) Process Overview	Appeal to IC Panel
Member of the Board  Staff Member  Member of the Public	<b>Central Intake:</b> By email at <a href="mailto:trusteecomplaint@tdsb.on.ca">trusteecomplaint@tdsb.on.ca</a> or registered mail, regular mail, or provided in person to Trustee Services.  <b>Trustee Services Staff</b> Will input, track and immediately distribute to <ul style="list-style-type: none"> <li>• Notice of Complaint Recipient</li> <li>• Director's Office</li> <li>• Respondent Member of the Board</li> <li>• All Board of Trustees</li> </ul>	<b>Any Member of the Board</b> → Board Chair  <b>Chair</b> → Vice Chair  <b>Both Chair and Vice Chair</b> → Any Member of the Board	20 Business Days to resolve.  If resolved, inform Notice of Complaint Recipient & Trustee Services staff to update records and close file.	If not resolved, Notice of Complaint Recipient and Trustee Service staff refer complaint to IC within 20 Business Days.	<b>IC conducts classification and threshold assessment.</b>  <b>IC commences Investigation</b> within 14 calendar days.  <b>IC Determines</b> findings within 90 calendar days.  <b>IC Notifies</b> parties and the Board of their determination. IC Imposes sanction(s) if any.	Respondent Member of the Board or Board can appeal.  Written notice of appeal will be submitted through Trustee Services to the other party and the Deputy Minister of Education no later than 15 Business Days after receiving written notice of IC's determination.

**Notification of an Alleged Breach of the Code of Conduct  
Toronto District School Board under the Formal Complaint Process  
of the Complaint Protocol for the Board Member Code of Conduct**

COMPLAINT OF

\_\_\_\_\_ [full  
name and contact information]

I, \_\_\_\_\_ [full name], of the  
[City, Town, etc.  
of] \_\_\_\_\_ [municipality of residence]  
in the Province of Ontario

STATE THE FOLLOWING:

1. I have personal knowledge of the facts described in this complaint because

\_\_\_\_\_

\_\_\_\_\_ [insert reasons e.g. I work for . . . I  
attended the meeting at which . . . etc.].

2. I have reasonable grounds to believe that a Member of the Board of the Toronto District School Board,

\_\_\_\_\_ [name of  
Member of the Board], has contravened section(s)  
\_\_\_\_\_ [specify section(s)] of the Board Member Code of  
Conduct (the "Code of Conduct") on the following date(s) \_\_\_\_\_  
\_\_\_\_\_.

3. The particulars are as follows:

[Set out the description of the complaint in the space below, with each paragraph being confined as far as possible to a particular statement of fact. If you require more space, please attach additional sheets of paper. If you wish to include copies of documents to support this complaint, please refer to the exhibits as Exhibit A, B, etc. and attach them to this complaint form or attach links if they are in electronic form.]

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

