

# Toronto District School Board

Operational Procedure PR709

Title: **RESPONDING TO OMBUDSMAN'S OFFICE INQUIRIES**

Adopted: October 27, 2015

Effected: October 27, 2015

Revised:

Reviewed:

Authorization: Executive Council

## 1.0 RATIONALE

This operational procedure was established to allow the Toronto District School Board (TDSB) to:

- (1) coordinate information inquiries and complaints from the Ombudsman's Office;
- (2) detect recurring deficiencies, common problem areas and patterns in the system;
- (3) analyze complaints information and provide aggregate reports to Executive Council and the Board of Trustees, and subsequently,
- (4) resolve current complaints and preempt future complaints in a more effective and efficient manner.

## 2.0 OBJECTIVE

To outline the internal process for receiving, tracking and responding to information inquiries and complaints from the Ombudsman's Office.

## 3.0 DEFINITIONS

*Ombudsman* is an independent officer of the Legislature who investigates complaints from the public about Ontario government services, and recommends improvements related to systemic problems as well as individual issues.

*TDSB* is the Toronto District School Board, which is also referred to as the "Board."

## 4.0 RESPONSIBILITY

Director of Education or designate.

## 5.0 APPLICATION AND SCOPE

This procedure applies to any staff that comes in contact with the Ombudsman's Office, while responding to, processing or communicating with the Ombudsman's Office during an inquiry or investigation of a complaint involving the TDSB.

## 6.0 PROCEDURES

- 6.1. Under the *Ombudsman Act*, the Ombudsman of Ontario has the power to investigate complaints about the TDSB. The Ombudsman's Office has the authority to contact any staff directly regarding a complaint or an investigation. It is important that the TDSB is aware of complaints so it can track and resolve them more effectively and efficiently, especially when dealing with recurring, systemic deficiencies that can be addressed at the system level.
- 6.2. The process for responding to the Ombudsman's Office comprises six key steps as described below. The process flowchart is presented in Appendix A.

Step 1: Once contacted by the Ombudsman's Office, staff must notify the TDSB Ombudsman Liaison immediately by phone or email. Staff must complete the Ombudsman Inquiry Form (see Appendix B) and submit it to the TDSB Ombudsman Liaison for tracking and for dissemination purposes.

Step 2: The TDSB Ombudsman Liaison will disseminate information to the appropriate Executive Council Member and applicable departments.

Step 3: The Executive Council Member will assign appropriate staff to compile the required information.

Step 4: Assigned staff will prepare information and submit it to the Executive Council Member, and provide a copy to the TDSB Ombudsman Liaison.

Step 5: The TDSB Ombudsman Liaison will inform Legal Services about the complaint/inquiry.

Step 6: Assigned staff will provide required information either directly to the Ombudsman's Office (with a copy or oral update to TDSB Ombudsman Liaison) or through TDSB Ombudsman Liaison.

- 6.3. Should the Ombudsman's Office require any additional information, the TDSB Ombudsman Liaison must be notified, and Steps 2 through 5 will be repeated.
- 6.4. Once the request for information is satisfied, the TDSB Ombudsman Liaison will close the file and will record outcome.

6.5. Collected complaints information will be analyzed and aggregate reports will be submitted through Executive Council to the Board of Trustees in a timely manner.

## **7.0 APPENDICES**

Appendix A: Responding to Ombudsman's Office Inquiries (Form 709A)

Appendix B: Ombudsman Inquiry Form (Form 709B)

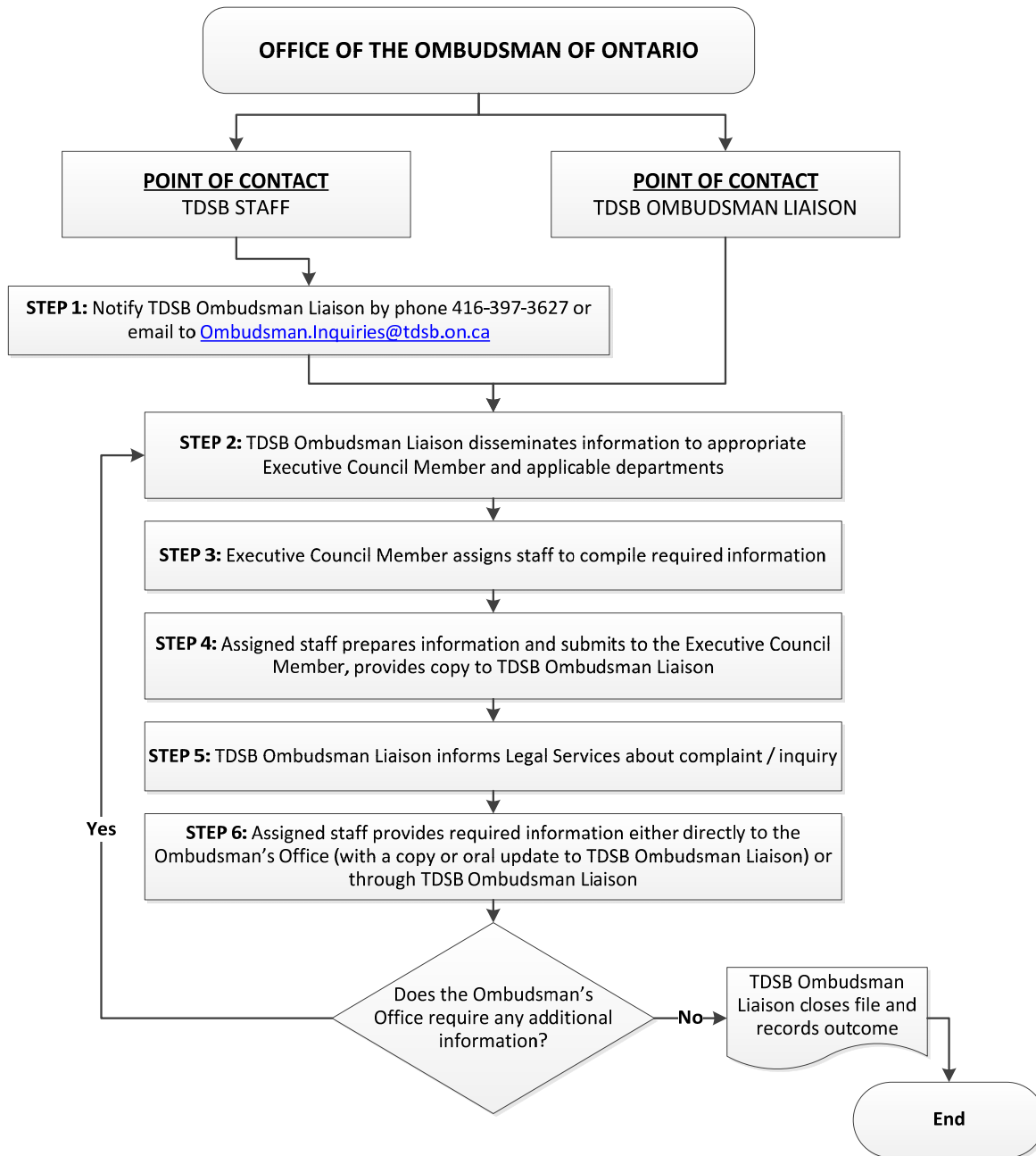
## **8.0 REFERENCE DOCUMENTS**

- *Ombudsman Act*
- Ombudsman of Ontario website: [www.ombudsman.on.ca](http://www.ombudsman.on.ca)

**RESPONDING TO OMBUDSMAN'S OFFICE INQUIRIES**  
Process Flowchart

Under the *Ombudsman Act*, the Ombudsman of Ontario has the power to investigate complaints about the Toronto District School Board (TDSB). The Ombudsman's Office has the authority to contact any staff directly regarding a complaint or an investigation. However, it is important that the TDSB is aware of complaints so it can track and resolve them more effectively and efficiently, especially when dealing with recurring, systemic deficiencies that can be addressed at the system level. This flowchart outlines the TDSB's response process to Ombudsman Office inquiries.

Please note that staff is required to **immediately** notify the TDSB Ombudsman Liaison by phone 416-397-3627 or email to [Ombudsman.Inquiries@tdsb.on.ca](mailto:Ombudsman.Inquiries@tdsb.on.ca) about an inquiry or request for information from the Ombudsman's Office.



TRACKING #: \_\_\_\_\_

**OMBUDSMAN INQUIRY FORM**

Please complete and submit this form to TDSB Ombudsman Liaison at [Ombudsman.Inquiries@tdsb.on.ca](mailto:Ombudsman.Inquiries@tdsb.on.ca)

<b>DATE (YYYY/MM/DD):</b>	____/____/____
<b>TIME:</b>	
<b>OMBUDSMAN'S OFFICE CONTACT:</b>	
<b>METHOD OF CONTACT:</b>	In Person <input type="checkbox"/> Phone <input type="checkbox"/> E-mail <input type="checkbox"/> Mail <input type="checkbox"/> Fax <input type="checkbox"/>
<b>RECEIVED BY:</b>	
<b>FOS/SCHOOL NAME:</b>	
<b>NAME OF COMPLAINANT: (If Available)</b>	_____ <b>First Name</b> _____ <b>Last Name</b>
<b>COMPLAINT TYPE:</b>	
Transportation/Busing <input type="checkbox"/> Student Discipline <input type="checkbox"/> Responses to Bullying <input type="checkbox"/> Special Education Support <input type="checkbox"/>	
Property Issues/Accommodation <input type="checkbox"/> Condition of School Buildings <input type="checkbox"/> Optional Attendance <input type="checkbox"/>	
Other <input type="checkbox"/> _____	
<b>BRIEF SUMMARY OF COMPLAINT:</b> (Details of what happened, who was involved, date, and times. Attach any relevant documents such as letters or reports.)	

If you have any questions, please feel free to contact TDSB Ombudsman Liaison at 416-397-3627.