

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 about an inquiry or request for information from the Ombudsman's Office.

