



**Resolution number 2023-06-#10**

***By-law 9 - Complaint Process - Consultation Launch***

WHEREAS, in accordance with section 220.2 of the Education Act, the School Board must establish a by-law on the examination of complaints related to its functions; and

WHEREAS the Act respecting the National Student Ombudsman determines a complaint process related to the services provided by the School Board to students or their parents; and

WHEREAS an update to the School Board's complaint examination procedure was required due to these legal changes; and

WHEREAS the Governance and Ethics Committee and the Administration Advisory Committee on Policies reviewed the draft of By-law 9 - Complaint Process; and

WHEREAS, in accordance with the Education Act, the Governing Boards and the Parents' Committee must be consulted on the draft By-law; and

WHEREAS at its meeting of June 13, 2023, the Governance and Ethics Committee recommended to the Council of Commissioners that the draft be sent for consultation to its consultative partners:

WHEREFORE IT WAS MOVED BY Commissioner J. Doan AND UNANIMOUSLY RESOLVED:

THAT the draft By-law 9 - Complaint Process be distributed for consultation to all required parties, as per the Education Act, as well as other consultative partners during the week of June 26, 2023, with responses to be returned to the Secretary General no later than November 17, 2023 for consideration; and

THAT the final version of By-Law 9 be adopted at the meeting of the Council of Commissioners of November 27, 2023, after the legal requirements prescribed in section 392 of the Education Act have been complied with.

*I certify that this document is an extract from the Minutes of the Lester B. Pearson School Board Council of Commissioner's meeting held on June 26, 2023; this text is subject to ratification by approval of the Minutes of said meeting at the next meeting of the Council of Commissioner to be held on August 28, 2023.*

This 27<sup>th</sup> day of June 2023.

  
Me Geneviève Dugré, Secretary General