

OFFICE OF THE OMBUDSPERSON REFERRAL

Background

The British Columbia government has established the Office of the Ombudsperson to oversee administrative fairness and to promote the values of fairness, transparency and accountability. From time to time, individuals may choose to take their complaints about a school or the District to the Ombudsperson.

Procedures

1. According to the guidelines and practices of the Office of the Ombudsperson, notification of a complaint to the Ombudsperson will either be made directly to the school involved or to the District, depending on the circumstances of each complaint.
2. Referrals from the Office of the Ombudsperson to the District office will be made to the Superintendent or designate.
3. Principals receiving a notice of complaint regarding their school shall inform the Superintendent that an investigation is taking place. Details of the concluded investigation(s) shall be kept on file at the school and copies of final results supplied to the Superintendent's office.

Reference: Section 17, 20, 22, 65, 85, School Act; Freedom of Information and Protection of Privacy Act; Ombudsperson Act

Last reviewed/revised: September 2025