

## General Ombudsman Process

- (1) If parent or student has a complaint, they can pursue the complaint formally or they can choose an informal route. If they choose an informal route, the Ombudsman Office can assist. There should be a link at our website that provides contact information and a brief description of what we can assist with.
- (2) Ombudsman Office if called or if receives referral, will make contact and collect some basic information. An intake form will be used to collect basic information (see attached).
- (3a) The Ombudsman may use discretion to route the complaint through a formal process. For example, if the parent/student claims bullying or discrimination, this would be re-routed to the legally required formal process. If the parent/student alleges illegal activity, this would be re-routed to school police.
- (3b) If the student/parent indicates that they have made no attempt to resolve with teacher and/or site administrator, the situation might be re-routed back to the site.
- (4) If the Ombudsman is able to assist with the situation, the Ombudsman will approach the issue neutrally-impartially, and will maintain confidence and anonymity. The Ombudsman will seek permission from the student/parent to discuss the issue with the school/department. The Ombudsman will meet with the complainant and, as relevant, engage in a fact finding process. This may include, but is not limited to interviewing school personnel and requesting/reviewing materials.
- (5) Once pertinent information has been collected, the Ombudsman will summarize the complaint and any relevant findings and recommendations.
- (6) Based on the situation, the Ombudsman can/will provide information pertaining to how to navigate the system, provide referrals, and potentially offer mediation support/facilitation.
- (7) If a parent chooses a formal route for complaint resolution or if the situation requires a formal process be followed, at this juncture the Ombudsman cannot provide support.
- (6) However, once a formal conclusion has been made, the Ombudsman can be consulted and may provide mediation support/facilitation, and/or provide information for navigating system and referrals.

See below for draft general process flow:

