



Hebrew Foundation School

2023-2024

**COMPLAINT POLICY AND
PROCEDURES**

LAW OF THE NATIONAL STUDENT ADVOCATES





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INTRODUCTION

As of August 28, 2023, a process to address complaints is being formalized in Quebec with the introduction of the *Protecteur national de l'élève* (PL 9). This law now applies to private establishments and can be implemented in a three step process. A complaint can be made by a student or parents related to the services received, are currently receiving, should have received or require. As such, our school abides by the three-step process as established by the Ministry of Education (MEQ)

THE THREE-STEP PROCESS

Step 1: Formally contact the person directly involved or their immediate supervisor.

Should a student or parent/guardian have a **complaint** regarding a situation or staff member of the school, the first step is to seek resolution directly with the person concerned or their supervisor. The complaint can be made verbally, although it is recommended to have all communication documented in writing from the onset of the complaint and to ensure that it is addressed in a timely manner. The school records the complaint in writing.

[Internal form to document incident: Step 1](#)

The complaint will be processed within ten (10) **working days**.

Step 2: Escalate the complaint to the school representative

The school's assigned representative to manage the complaints is **Stefanie Havas**, Director of Admissions, Family Relations and Operations. She can be contacted by email (havass@hfs.qc.ca) or by phone at (514) 684-6270 ext. 124.

If, at the end of step 1, the student or the parent is not satisfied with the proposed resolution or if the complaint has not been fully addressed within the given timeline, they may formally address it with the school's representative. Once again, this step can be addressed verbally, however, it

is once again recommended to document all communication and actions taken to resolve the complaint. The school will keep written documentation of all communication.

Below is the complaint form to fill out once step one has been completed.

[Step 2 Complaint Policy Form](#)

The complaint must be processed within fifteen (15) working days.

Step 3: Formally contact the Regional Student Advocate (*Protecteur régional de l'élève*)

If, at the end of step 2, the student or the parent is not satisfied with the proposed resolution or if the complaint has not been fully addressed within the given timeline, they may formally escalate it to the Regional Student Advocate. The Regional Student Advocate may also help the student or the parent in formulating the written complaint. The Regional Student Advocate will inform Hebrew Foundation School should a complaint be brought to their attention. The school must immediately disclose the correspondences and actions taken regarding the complaint.

After receiving formal communication from the parent/guardian in writing, the Regional Student Advocate will have **20 working days** to complete the review of the complaint and to evaluate the complaint and come to a conclusion. The Regional Student Advocate will then provide their recommendation to Hebrew Foundation School.

In certain circumstances, the Regional Student Advocate may find it useful to meet with the parties involved as long as written consent is provided. The timeline of the complaint process may be prolonged depending on the duration of this mediation.

The complaint may be escalated by the Regional Student Advocate to the National Advocate. The National Student Advocate will have five (5) working days to inform the Regional advocate of their intent to review the complaint. Should the National Advocate decide to review the complaint, they will have ten (10) working days to complete the review and change any prior recommendations. At this time, the Regional Student Advocate will inform both the student/parents and the school of their findings, recommendations and reasoning.

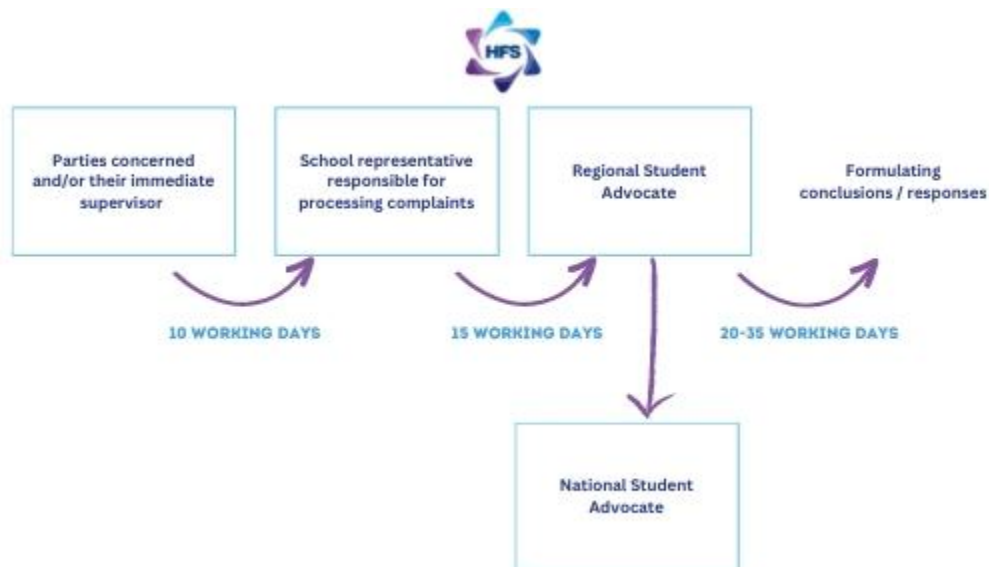
The Regional Student Advocate and the National Student Advocate will implicitly respect the confidentiality of the complaint. All information accrued throughout the course of the complaint will be kept confidential and only be shared with the consent of the concerned parties.

Hebrew Foundation School will then have ten (10) working days to inform both the student and/or parent and the Regional Student Advocate of the action HFS intends to take or the reasons for refusing to take action, if applicable.

For the contact details of the Student Advocates (protecteurs de l'élève), please visit this website:

<https://www.quebec.ca/gouvernement/ministere/education/coordonnees/plaintes/coordonnees-protecteurs-eleves>

Attention: Complaints pertaining to sexual nature can be made directly to the Regional Student Advocate by bypassing the first two steps, as they are handled as an urgent matter.



Protection against parties

Hebrew Foundation School will not tolerate any act of retaliation or ill-sentiments towards any parties who are involved in reporting a complaint, handling a complaint, or accompanying an individual who is making the complaint. We maintain our professionalism and the best interest of all parties involved. It is forbidden to imply that retaliatory action will be taken should a complaint be filed.

Retaliation can be described as:



- Depriving individuals of their rights
- Treating individuals differently
- Suspending or expelling a student

Consequences of this process on the anti-bullying policy

Bullying and Violence

As of August 28, 2023, changes to the law, as it relates to private educational institutions, will come into effect and have a direct impact on the anti-bullying policy. As a reminder, this plan is put in place to prevent any form of bullying and violence and is reviewed on an annual basis.

Annual Report

Hebrew Foundation School will submit an annual report to the Ministry of Education, outlining the complaints that have been brought to their attention as well as any actions taken. This report must be provided no later than the 30th of September of each year.

This report does not contain any personal information and complies with all such legalities.

References

[1] Référence :

https://cdn-contenu.quebec.ca/cdn-contenu/education/protecteur-national-eleve/Loi_sur_le_protecteur_national_de_l_eleve.PDF

<https://www.legisquebec.gouv.qc.ca/fr/document/lc/P-32.01>

<https://www.quebec.ca/education/prescolaire-primaire-et-secondaire/droits-eleve/porter-plainte>

[2] Références : Version française : <https://www.legisquebec.gouv.qc.ca/fr/document/lc/e-9.1>

Version anglaise : <https://www.legisquebec.gouv.qc.ca/fr/document/lc/e-9.1?langCont=en#se:9>

[3] Références : [Loi sur la protection des renseignements personnels](#)



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