

Student and Parent Rights

At Peter Hall School, we are committed to providing a safe, respectful, and caring educational environment for all our students. If a student or their parents feel that the services provided do not meet their expectations, a clear and confidential procedure is in place to file a complaint or report a situation. This process ensures that everyone's concerns are heard, handled transparently, and that individual rights are respected.

Complaints Process

If a student or their parent is dissatisfied with the educational services they have received, are receiving, should have received, or require, they may file a complaint following a procedure consisting of up to three steps:

Step 1 – Person directly concerned or the person's immediate superior

To file a complaint, the student or their parents should first contact the person directly involved or that person's immediate supervisor.

The complaint may be made verbally; however, it is recommended that it be submitted in writing.

The person receiving the complaint has ten (10) working days to respond.

Step 2 – Person responsible for processing complaints

If the student or their parents are still dissatisfied with how the complaint is being handled, or if the 10-day deadline has expired, they may then approach the person responsible for processing complaints.

Jean Laliberté
Director General

To file a complaint, please complete the form: [PNE](#)
Courriel: protecteureleve@peterhall.qc.ca

The complaint may be made verbally; however, it is recommended that it be submitted in writing.

The person responsible for processing complaints has fifteen (15) working days to respond.

Step 3 – Regional Student Ombudsman

If the student or their parents are still dissatisfied with how the complaint is being handled, or if the fifteen (15) day deadline has expired, they may contact their Regional Student Ombudsman, who will help them draft their written complaint.

The student or their parent may choose the form of communication that best suits them among the following:

- Web complaint form: <https://pne.gouv.qc.ca/formulaire>
- Phone or text message: 1-833-420-5233
- Email: plaintes-pne@pne.gouv.qc.ca

Regional Student Ombudsmen have twenty (20) working days to examine the complaint and issue their conclusions. If they deem that the complaint is substantiated, they may make recommendations to Peter Hall School.

However, before the conclusions are sent, the National Student Ombudsman examines them. He or she has up to five (5) working days to decide whether to examine the complaint in turn. If so, he or she has 10 working days to complete the examination and, if need be, to substitute his or her conclusions or recommendations for those of the Regional Student Ombudsman.

The Regional Student Ombudsman then informs the complainant and Peter Hall school about the conclusions and any recommendations.

The school has ten (10) working days to inform the complainant and the Regional Student Ombudsman of whether it intends to follow up on the conclusions and recommendations made to it, or of its reasons if it has decided not to act on them.



*À noter qu'un protecteur régional de l'élève pourra examiner une plainte sans que les deux premières étapes n'aient été franchies, si :

- 1° Il est d'avis que le respect de ces étapes n'est pas susceptible de corriger adéquatement la situation ou que le délai de traitement de la plainte aux étapes précédentes rend l'intervention du protecteur régional de l'élève inutile;
- 2° La plainte concerne un acte de violence à caractère sexuel.

** Le protecteur régional de l'élève aura 20 jours ouvrables pour terminer l'examen de la plainte et déterminer les conclusions. Le protecteur national de l'élève aura quant à lui 5 jours ouvrables pour informer le protecteur régional de l'élève de son intention d'examiner la plainte. S'il décidait d'examiner la plainte, il aura alors 10 jours ouvrables pour en terminer l'examen et substituer, s'il le juge opportun, ses conclusions ou ses recommandations à celles du protecteur régional de l'élève.

Note that in cases of sexual violence, a student or one of their parents may, if they wish, contact the Regional Student Ombudsman directly.

Filing a report

A report, which anyone can make, is possible only if it concerns sexual violence¹ against a student who attends an educational institution.

Such a report is **made directly to the Regional Student Ombudsman**, omitting the first two steps, by:

- a teacher
- a non-teaching professional staff member
- a member of the executive staff of an educational institution
- other students or one of their parents
- etc.

The person who files the report may choose the form of communication that best suits him or her among the following:

- Web complaint form: <https://pne.gouv.qc.ca/formulaire>
- Phone or text message: 1-833-420-5233
- Email: plaintes-pne@pne.gouv.qc.ca

Reports are fast-tracked. The information that could serve to identify the person who makes the report is kept confidential, unless the person's consent has been given. If required by law, the Regional Student Ombudsman discloses the person's identity to the Director of Youth Protection.

Regional Student Ombudsmen may also, on their own initiative, process cases of sexual violence.

Protection against reprisal

The *Act respecting the National Student Ombudsman* protects against reprisal people who, in good faith, make a report or file a complaint, cooperate in the processing of a report or complaint or accompany a person who makes a report or files a complaint.

It is also prohibited to threaten to retaliate against a person to dissuade him or her from filing a complaint or making a report.

The following are presumed to be reprisal measures against students or their parents:

- Depriving them of rights
- Treating them differently
- Suspending or expelling the student

For the staff members of an educational institution who make a report or cooperate in the examination of a complaint or report, the following are presumed to be reprisal measures:

- Their demotion
- Their suspension
- Termination of their employment
- Their transfer
- Disciplinary sanctions or other measures that adversely affect their employment or working conditions.

Fines for a natural person who retaliates or threatens to retaliate range from \$2,000 to \$20,000. Fines can vary from \$10,000 to \$250,000 for legal persons.