

# TDSB Informal Complaint Process

## Informal Complaint Against Board Member

*individuals (including staff members of the Board or members of the public)*

- Member of Board can advise the member of the Board that they believe certain conduct may contravene the Code
- individual can advise the member by phone calls, emails, in person meetings

### Office of the Integrity Commissioner

-with the consent of the complaining individual and the member of the Board, the Integrity Commissioner may participate in the informal process as a mediator/conciliator of the issues and provide the parties recommended terms of settlement

Integrity Commissioner suggests to Complainant that they first speak directly to the Member in an attempt to resolve the issue

**If resolved:  
Complaint Closed**  
No action required by the Integrity Commissioner.

**If not resolved:**  
Complainant may opt to file a **Formal Complaint.**