



NEWS

The Ontario College of Teachers and the Office of the French Language Services Commissioner of Ontario sign a memorandum of understanding on French language services

Toronto, Tuesday, March 13, 2018 – The Office of the French Language Services Commissioner is pleased to announce that a memorandum of understanding (MOU) has been signed with the Ontario College of Teachers. This MOU will lead to improved collaboration, with the goal of ensuring fluidity in the management of complaints about French language services offered in connection with the services provided by the College.

“I am very pleased to be able to collaborate with the College of Teachers. This will provide an opportunity to optimize the process in order to better respond to the needs of complainants,” said French Language Services Commissioner François Boileau.

The MOU sets out the terms on which the Commissioner may refer a complaint to the College for investigation and describes the process for dealing with the complaint, which will promote equitable access to French language services for the Francophone community. The College will conduct an investigation into each complaint it receives from the Commissioner in a timely, efficient and fair manner. The College will inform the Commissioner of the outcome of its investigations into all complaints referred by him, including any measure taken by the College to address them.

Key Facts

- This is the second MOU that the Office of the Commissioner has signed with a professional governing body, the first being with the Law Society of Ontario in 2014.
- The **Office of the French Language Services Commissioner** and the Ontario College of Teachers have agreed to focus on French language services to both the public and members of the College, rather than on jurisdictional issues.

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