

SCHOOL DISTRICT NO. 57 (PRINCE GEORGE)

GUIDELINES FOR RESOLVING PROBLEMS OR CONCERNS

- ◆ Ordinarily, start with the person whose decision has given rise to the concern or problem.
- ◆ Always give each step a chance to correct the problem before you proceed to the next step.

STEP 6

**STUDENT APPEALS BRANCH**

Section 11 of the *School Act* and BC Reg 24/08 allow appeals of decisions made by Boards of Education under specific circumstances.

[www.studentappeals.gov.bc.ca](http://www.studentappeals.gov.bc.ca)

STEP 5

**BOARD OF EDUCATION**

Present your case in writing, indicating the steps you have taken to resolve the problem. The Superintendent can give assistance.

STEP 4

**SUPERINTENDENT OF SCHOOLS**

Let the Superintendent know what steps you have taken to date.

STEP 3

**ASSISTANT SUPERINTENDENT**

Ask your principal for the name of the Assistant Superintendent for your school. The principal will usually advise you how to proceed.

STEP 2

**PRINCIPAL**

Make an appointment with the principal. The principal may include other staff members in the meeting as appropriate.

STEP 1

**TEACHER/STAFF MEMBER**

The vast majority of problems and concerns are resolved by the person whose decision gave rise to the issue.