

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 ONE: Talk to your child's teacher

Schools are no different than our communities at large and sometimes conflicts occur between students or even between teachers and students. It is important that parents share concerns with their children's teachers and hear all sides. Sometimes issues in classrooms are more complex than they appear, while other times solutions are simpler than we might think.

STEP TWO: Talk to your school Vice-Principal or Principal

If conversation with the teacher does not bring about a resolution, then talk to your school Vice-Principal or Principal. Principals have autonomy and authority to solve many different kinds of problems. As well, Principals and Vice-Principals can provide access to resources and supports that can help resolve issues.

STEP THREE: Contact the Assistant Superintendent or Superintendent

Phone 250-561-6800 Ext. 321 or

Email officeofthesuperintendent@sd57.bc.ca

If you feel you have thoroughly discussed your problem with staff at the school and you still have concerns, contact the School Board Office and ask to speak to one of the Assistant Superintendents or the Superintendent. You will be asked to provide information regarding the steps you have taken to date.

STEP FOUR: Appeal to the Board of Education

Contact the Secretary Treasurer

Phone 250-561-6800 Ext. 247 or

Email dpatterson@sd57.bc.ca

SD57 has a policy allowing parents to appeal directly to the Board of Education in cases that "are deemed to significantly affect the education, health or safety of a student" as long as you have followed the previous steps. Bylaw No.4 contains the full policy and sets out the process and criteria for an appeal to the Board.



STEP FIVE: Appeal to a provincial Superintendent of Appeals

You cannot make an appeal to the Superintendent of Appeals until you have completed an appeal to your Board of Education. B.C.'s School Act allows parents or students to appeal a decision of a Board of Education to a provincial Superintendent of Appeals in certain circumstances, as long as the matter falls within the scope of the Appeals Regulation and relates to:

- Expulsion from an educational program;
- Suspension from an educational program;
- Suspension from an educational program where no other educational program is made available;
- Distributed learning required as part of a disciplinary matter;
- A decision not to provide a student with an IEP;
- Consultation about placement of a student with special needs and the provision of an Individual Education Plan (IEP);
- Bullying behaviours, including intimidation, harassment or threats of violence by a student against another student; or
- Exclusion due to a medical condition that endangers others.

OTHER: BC Teacher Regulation Board

As well, B.C.'s Teacher Regulation Board accepts written complaints "from any person from the public relating to the conduct or competence of a certificate holder." Visit the TRB website for more information.
www.bcteacherregulation.ca

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BC Ombudsperson

BC's Ombudsperson also accepts complaints from the public regarding concerns about "unfair administrative decisions or actions, including lack of adequate reasons, unreasonable delay, unfair procedures, and arbitrary or unauthorized procedures."

www.bcombudsperson.ca

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