

## Communication Protocol

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(Section 11.1 of the School Act)

### Ombudsperson of BC

If you are not satisfied with the District's appeal process, you may contact the Ombudsperson of BC. Call 1-800-567-3247.

For further information, refer to [www.sd27.bc.ca](http://www.sd27.bc.ca):

- ◆ [Policy 1312 Complaints Against Staff or Volunteers](#)
- ◆ [Policy 1150 Appeals Procedures](#)
- ◆ [Bylaw B2706 Appeal Procedures](#)

Updated 01 April 2016

## MISSION, VISION, AND VALUES

**Mission:** Ensuring all students have meaningful learning experiences, empowering them to succeed in an ever changing world

**Vision:** We envision an encouraging and understanding learning environment where everyone demonstrates a sense of belonging, mastery, independence and generosity

**Values:** The Pillars of Support for the School District No. 27 Mission and Vision are characterized by the following four core operating values:

*Respect*  
*Responsibility*  
*Kindness and Caring*  
*Acceptance*

These statements act as a guide for the School District's decisions around its learning priorities, its practices, its policies, its processes and its budget allocations. The Mission, Vision, and Values focus on providing a wholistic and supportive learning experience to children.

We recognize that from time to time, in working towards a common vision, differences arise. The following guidelines assist in communicating effectively:

- ◆ Start with the person whose action has given rise to the concern or problem.
- ◆ All person's rights to confidentiality will be respected.
- ◆ Always give each step a chance to correct the problem before proceeding to the next step.

**School Trustees are also available, as your elected representatives, to guide you in this process. The "Speaking Up" parent guide is available at:**

**BCCPAC:** W: [www.bccpac.bc.ca](http://www.bccpac.bc.ca)  
P: 1.866.529.4397  
E: [info@bccpac.bc.ca](mailto:info@bccpac.bc.ca)



*"Learning, Growing and Belonging Together"*

## Communicating Effectively

### School District No. 27 (Cariboo-Chilcotin)

350 Second Ave. N, Williams Lake, BC V2G 1Z9  
Phone: 250.398.3800 Fax: 250.392.3600

[www.sd27.bc.ca](http://www.sd27.bc.ca)

# Communication Protocol

The communications protocol is designed to provide a framework for finding solutions for differences that arise from actions or decisions made throughout our School District.

It is hoped this process leads to a satisfactory solution quickly and effectively. Throughout the process every effort will be made to ensure confidentiality.

If a student initiates an appeal an adult may be present at any stage of the process.

These guidelines are meant to help you. If you need assistance please contact either the office of the **Secretary-Treasurer or Superintendent at 250.398.3800.**

## Step 1 School District Employees

Resolve the issue at the source:

- ◆ Identify the specific problem (list specific examples that illustrate the problem).
- ◆ Make an appointment to see the person with whom you have a concern, one-on-one.
- ◆ Respectfully express your concern.
- ◆ Ensure mutual understanding of the concerns.
- ◆ Together, explore possible solutions.
- ◆ Together, set up an action plan with times, dates and follow-up.
- ◆ If a resolution cannot be reached, inform the other party and move to the next step.

## Step 2 Immediate Supervisor

Principals and Department Managers (Contact the School Principal or office of the Superintendent or Secretary-Treasurer if you are unsure of whom to contact)

- ◆ Make an appointment with the immediate supervisor.

- ◆ Identify the concern and establish what has been done to reach a solution.
- ◆ The supervisor will help explore further options to resolve the concern.
- ◆ Together set up an action plan with time, date, and follow-up.
- ◆ If a resolution cannot be reached, move to the next step.

## Step 3 District Senior Management

- ◆ Contact either the office of the Superintendent or Secretary Treasurer and identify the concern and what you have done to resolve it.
- ◆ A meeting between you and the appropriate District Senior Manager will be made so that you can explain the problem and what you have done to resolve it. The District Senior Manager will work with you in an attempt to reach a satisfactory solution.
- ◆ Together set up an action plan with times, dates, and follow-up.
- ◆ If no solution can be reached, the next step is to contact the Superintendent.

## Step 4 Superintendent of Schools

- ◆ Contact the Superintendent in writing and identify the concern and what you have done to resolve it. This should be done within 30 days after the decision from Step 3 was made.
- ◆ A meeting date with the Superintendent will be set.
- ◆ You will be advised in writing of the Superintendent's decision.
- ◆ Certain decisions of the Superintendent may be appealed (as per Section 11 of the *School Act*) to the Board of Education.

## Step 5 The Board of Education

- ◆ Only those decisions made by the Superintendent that significantly affect the education, health or safety of a student may be appealed to the Board of Education.
- ◆ After being informed of the decision that is being appealed, a completed Notice of Appeal Form must be submitted to the Secretary Treasurer within fifteen (15) school days.
- ◆ Once a meeting date with the Board of Education has been set, you will be notified and invited to attend. You will have an opportunity to explain your position.
- ◆ You will be notified in writing within 45 days of the Board of Education's decision.
- ◆ Certain decisions of the Board of Education may be appealed under Section 11.1 of the *School Act*.

## Step 6 Superintendent of Appeals

- ◆ The *School Act* states that either a student or a parent/guardian of a student can appeal a decision of a Board of Education.
- ◆ Not all decisions made by a Board of Education can be appealed to a Superintendent of Appeals, under Section 11.1 of the *School Act*. The decision must have been made by an employee of a Board of Education and significantly affect the education, health or safety of a student and fall within the allowable grounds.
- ◆ Search online for [studentappeals.gov.bc.ca](http://studentappeals.gov.bc.ca) (or click as a link) to review the allowable grounds, and to obtain a provincial "Notice of Appeal" form.
- ◆ Submit the Notice of Appeal form and a copy of the Board of Education decision, within 30 days after receiving the decision of the Board of Education, to the [Office of the Registrar, Student Appeals Branch](#).