

Our aim is that it takes you only ONE step to resolve a concern at school.

We always encourage parents and students to speak directly with those involved. This could mean speaking to your teacher, staff member, administrator, or school counsellor when an issue arises.

Guidelines for how we interact with each other:

- **Begin at the school level first, and attempt to discuss things directly with those involved.**
- **Focus on the students' needs and wellbeing.**
- **Be respectful with one another.**
- **Clarify the issues: What is needed? What are some options for solutions?**
- **Seek to understand each other through listening. Each person has a right to be heard.**
- **Bring a support person to your meeting, if you desire, but let everyone know who is attending.**
- **Set up a plan of action and expectations, with times/dates and follow-up.**

Need extra help with your concern?

Sometimes an issue requires further communication and support. These steps for resolving concerns are here to guide you through the process. Following these steps is the best way for us to help you.

Contacts and information for support with concerns:

Cariboo-Chilcotin School District Office
(district level managers and administrators)
info@sd27.bc.ca | 250-398-3800

Superintendent of Schools
Cariboo-Chilcotin School District
superintendent@sd27.bc.ca | 250-398-3824

Board of Education via the
Cariboo-Chilcotin School District office
250-398-3824

Superintendent of Appeals of BC
Div. 3–11.1 of the School Act – www.bclaws.ca

Cariboo-Chilcotin School District
Policy 210 – Communication
See Policies on our website: sd27.bc.ca

Steps for Resolving Concerns

A guide for
students and
parents

Steps for Resolving Concerns:

