## 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:** (# **PLAN A RESOLUTION CONTACT SCHOOL** together, with options principal or dept supervisor to meet **IDENTIFY** together with all your Concern those involved IF UNRESOLVED, speak to the next level of contact to **CALL OR EMAIL** plan a resolution to arrange a meeting with the person **CONTACT DISTRICT** involved office to involve a **MEET WITH** the person to **CONTACT DISTRICT** address concerns, **SUPERINTENDENT** with respect \* **CONTACT BOARD OF EDUCATION PLAN A RESOLUTION Share your concerns** clearly, and discuss follow-up options **CONTACT SUPERINTENDENT OF APPEALS** IF UNRESOLVED, **SOLUTION SOLUTION** speak to the next You're satisfied with You're satisfied with level of contact the response/plan the response/plan