

Title: **How to Communicate with Us**  
Category: **Personnel**  
Number: **2070**

---

**I. Rationale:**

This communication protocol provides a framework for finding solutions to differences that arise throughout the school district. Confidentiality will be maintained throughout the process. If a student initiates an appeal, an adult may be present at any stage of the process.

**II. Step 1 - School District Employees (try to resolve the issue at the source)**

- A. Identify the problem, meet with the person with whom you have the concern, ensure mutual understanding of the concern, explore possible solutions together, set up an action plan with times, dates and follow-up plans, as appropriate.
- B. If a resolution cannot be reached, inform the other party and move to Step 2.

**III. Step 2 - Immediate Supervisor**

- A. Meet with the immediate supervisor, identify the concern and what has been done to reach a solution, explore further options to resolve the concern, set up an action plan.
- B. If a resolution cannot be reached, move to Step 3.

**IV. Step 3 - Superintendent of Schools or Designate**

- A. Within 30 days after Step 2, contact the superintendent in writing to identify your concern and explain what has been done to resolve it. A meeting will be set with the superintendent or designate and the Superintendent's decision will be communicated in writing.
- B. If a resolution cannot be reached, move to Step 4.

**V. Step 4 - The Board of Education**

- A. Within 15 days a completed Notice of Appeal form must be submitted to the Secretary-Treasurer. You will be invited to explain your position to the Board of Education and will be notified in writing, within 45 days, of the Board of Education's decision on the matter.
- B. If the decision significantly affects the education, health or safety of a student and falls within the allowable grounds, the decision of the Board of Education may be appealed under Section 11.1 of the *School Act*.

Title: **How to Communicate with Us**

Category: **Personnel**

Number: **2070**

---

**VI. Step 5 - Superintendent of Achievement (Section 11.1 of the *School Act*)**

A. A Notice of Appeal form ([http://www.bced.gov.bc.ca/student\\_appeals/](http://www.bced.gov.bc.ca/student_appeals/)) and copy of the Board's decision must be submitted within 30 days after receiving the Board of Education's decision to the Student Appeals Branch.

**Received:** February 1997

**References:** Appeals Bylaw 70