

## Communication Protocol

### STEP 1

School District Employees

### STEP 2

Immediate Supervisors  
Principals / Department Manager

### STEP 3

Superintendent of Schools

### STEP 4

The Board of Education

### STEP 5

Superintendent of Achievement  
(Section 11.1 of the *School Act*)

School Trustees are also available, as your elected representatives, to guide you in this process. The "Speaking Up" Parent Guide is available at [www.bccpac](http://www.bccpac.bc.ca) or contact BCCPAC by telephone at 1-866-529-4397 or by email at [info@bccpac.bc.ca](mailto:info@bccpac.bc.ca)

School District No. 46  
(Sunshine Coast)

Telephone: 604-886-8811

[www.sd46.bc.ca](http://www.sd46.bc.ca)



School District No. 46  
(Sunshine Coast)

PO Box 220, 494 South Fletcher Road  
Gibsons, BC V0N 1V0  
Telephone: 604-886-8811  
FAX: 604-886-4652  
[www.sd46.bc.ca](http://www.sd46.bc.ca)

Published: Revised March 2014



**School District  
No. 46**

**Sunshine Coast**

# How to Communicate With Us



School District No. 46 is a community engaged in lifelong learning and educational excellence.

# Communication Protocol

The communication 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 the Office of the Superintendent at 604-886-4489.

## Step 1 School District Employees

(Try to 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 concern.
- 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

Contact the School Principal or Office of the Superintendent 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 times, dates and follow-up.
- If a resolution cannot be reached, move to the next step.

## Step 3 Superintendent of Schools or Designate

- Contact the Superintendent in writing. Identify the concern and what you have done to resolve it. This should be done within 30 days after the decision from Step 2 was made.
- A meeting date with the Superintendent will be set.
- You will be advised in writing of the Superintendent's decision.
- If you are not satisfied with the decision, you may appeal to the Board of Education.

## Step 4 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 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 5 Superintendent of Achievement Section 11.1 of the School Act

- 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 Achievement, 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.
- Refer to [http://www.bced.gov.bc.ca/student\\_appeals/](http://www.bced.gov.bc.ca/student_appeals/) to check 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.

