

ADMINISTRATIVE REGULATIONS

TITLE: HOW TO COMMUNICATE WITH US – GUIDELINES FOR RESOLVING PROBLEMS OR CONCERNS – FOR STUDENTS, FAMILIES AND CAREGIVERS

CATEGORY: EDUCATION

NUMBER: 1162

I. Rationale:

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

II. Resolution Process Steps:

Step 1 - Try to resolve the issue at the source.

- a. Identify the specific problem (list specific examples that illustrate the problem).
- b. Make an appointment to see the person with whom you have a concern, one-on-one.
- c. Respectfully express your concern.
- d. Ensure mutual understanding of the concern.
- e. Together, explore solutions.
- f. Together, set up an action plan with times, dates and follow-up.
- g. If a resolution cannot be reached, inform the other party and move to step 2.

Step 2 - Principals

- h. Make an appointment with your child's principal.
- i. Identify the concern and establish what has been done to reach a solution.
- j. The principal will help explore further options to resolve the concern.
- k. Together, set up an action plan with times, dates and follow-up.
- l. If a resolution cannot be reached, move to the step 3.

Step 3 – Director of Instruction/Assistant Superintendent and Superintendent of Schools

- m. Contact the [Superintendent's Office](#). 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.
- n. The director of instruction or assistant superintendent will connect with you regarding your concern.
- o. If you are not satisfied with the outcome, inform the director of instruction or assistant superintendent and contact the superintendent of schools.

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- p. If you are not satisfied with that outcome, inform the superintendent, and move to step 4.

Step 4 - The Board of Education

- q. To connect with the Board of Education, please contact the [Secretary-Treasurer's Office](#) to file your appeal within 15 school days.
- r. 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.
- s. You will be notified, in writing, within 45 days of the Board of Education's decision.

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

- t. The School Act states that either a student or a parent/ guardian of a student can appeal a decision of a Board of Education.
 - u. 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.
 - v. Refer to [the Ministry of Education and Child Care's Student Disputes & Appeals](#) to check the allowable grounds and to obtain a provincial Notice of Appeal form.
 - w. 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 Appeal Branch.
- III. [School Trustees](#) are also available, as your elected representatives, to guide you at any time in this process.

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References: Appeals Bylaw 70