

TIPS FOR PARENTS AND STAFF

1. Keep focused on what is best for the student. Both parents and staff are interested in the child's success.
2. Be specific about the concern. Making notes may help clarify your thoughts.
3. Set up an appointment so that concerns can be heard without distractions.
4. Everyone should be informed, in advance, of who will attend a meeting.
5. Stay calm and be polite. Listen to everyone. Try to see the issue from the other person's perspective.
6. Be prepared to explore various solutions.
7. Confidentiality is important.
8. Keep a record of actions taken.
9. Give each step a chance to address the concern before proceeding to the next step.
10. Confirm that everyone understands the decision reached and any timeline involved.



Cowichan Valley School District

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COMMUNICATION
WITH YOUR
SCHOOL

RESOLVING YOUR
CONCERNS



Cowichan Valley School District

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CONCERNS CAN BE RESOLVED THROUGH COMMUNICATION

If you or your child has a problem or concern, the following procedure will help you resolve it.

Step 1

The person(s) will express the concern(s) to the individual involved. Both parties may have an advocate and will attempt to resolve the concerns. In some circumstances, the principal may be asked to attend a meeting to assist the person(s) with Step 1.

In some circumstances, the principal may assist you with Step 1.

It is hoped that parents/students will have their concerns resolved in the first steps of the process; however, parents are encouraged to follow the subsequent steps to resolution, if necessary.

Step 2

The person(s) will meet with the principal/supervisor or designate and may bring an advocate. The principal/supervisor shall carry out an appropriate review and report to all parties concerned and attempt to resolve the concern(s).

District Parent Advisory Council (DPAC) can help you with any step of this process.

Step 3

The person(s) will submit to an Assistant Superintendent a written statement to outline the concern with recommendation(s) for resolution of the concern(s).

The Assistant Superintendent will review all information relevant to the matter and will:

- Contact the concerned person(s)
- Attempt to resolve the concern to the satisfaction of the person(s) with the complaint and inform the person(s) involved.
- Include in writing, the action which will take place to resolve the concern.

District Appeal Procedure

If your concerns are still not addressed satisfactorily, you may formally appeal to the Board of Education according to the District Appeal Bylaw.

The Appeal Bylaw is available from your school, the School Board Office, or our website

<http://www.sd79.bc.ca>