

## 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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