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COWICHAN VALLEY
School District

Working Together

**A Guide to Positive
Problem Solving for
Schools, Families and
Communities**

Updated: November, 2020

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>

What can I do when my child has a problem with school?

If you or your child is having a problem with school, it is important that we work together to solve it as quickly and fairly as possible. When we solve our problems in a respectful, friendly, and cooperative way, we set positive examples for children. We also work toward building good, strong relationships among home, school and community.

What do I do first?

The most important thing to do when you or your child is having a problem at school is to talk with the person who is most directly involved and most likely to be able to solve it with you.

Whom should I call?

- Speak with the teacher first.
- If the problem has not been resolved, speak with the principal and allow appropriate time for the principal to work on a resolution.
- If the problem still has not been resolved, submit to an Associate Superintendent a written statement to outline the concern with recommendations for resolution.
- The Associate Superintendent will review all information relevant to the matter and will contact the concerned person, attempt to resolve the concern and inform the person(s) involved.

A problem-solving process

1. Decide whether the issue is worth pursuing.
2. Meet with the person most directly involved.
3. Ask the person to describe how he or she sees the situation.
4. Summarize the issues that need to be resolved.
5. Discuss one issue at a time.
6. Brainstorm possible options for each issue.
7. Generate solutions(s) that work for everyone.
8. Put the solution(s) in writing.
9. Set a date to discuss how the solutions are working.

Parents, educators, and community members share the same goal: to give students the best education possible.

We all work together to make our schools safe, positive, and respectful places for each child to learn.