

# CONTACT INFO

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Indigenous Education  
**250-748-0321 ext. 235**

Inclusive Education  
**250-748-0321 ext. 226**

Education/Instruction  
**250-748-0321 ext. 247**

District Parent  
Advisory Council  
**[cowichanvalleydpac@gmail.com](mailto:cowichanvalleydpac@gmail.com)**

## DISTRICT APPEAL PROCEDURE

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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 at [www.sd79.bc.ca](http://www.sd79.bc.ca)



**COWICHAN VALLEY**  
School District

## WORKING TOGETHER

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

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

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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?

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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.

Families who self-identify as Indigenous - First Nations, Inuit or Metis - can request support navigating the process through their school's Indigenous Support Worker, Ts'uwtun or Indigenous Education Teacher, or through Indigenous Education.

Families of students with diverse abilities or disabilities can request support navigating the process through their school's Inclusive Education staff or through Inclusive Education.

## What are my steps?

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- 1.** Speak with the teacher first.
- 2.** If the problem has not been resolved, speak with the principal and allow appropriate time for the principal to work on a resolution.
- 3.** If the problem still has not been resolved, submit to the District Director, a written statement to outline the concern with recommendations for resolution.
- 4.** The Director 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:

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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.