

SCHOOL DISTRICT No. 8 COMMUNICATION PROTOCOL

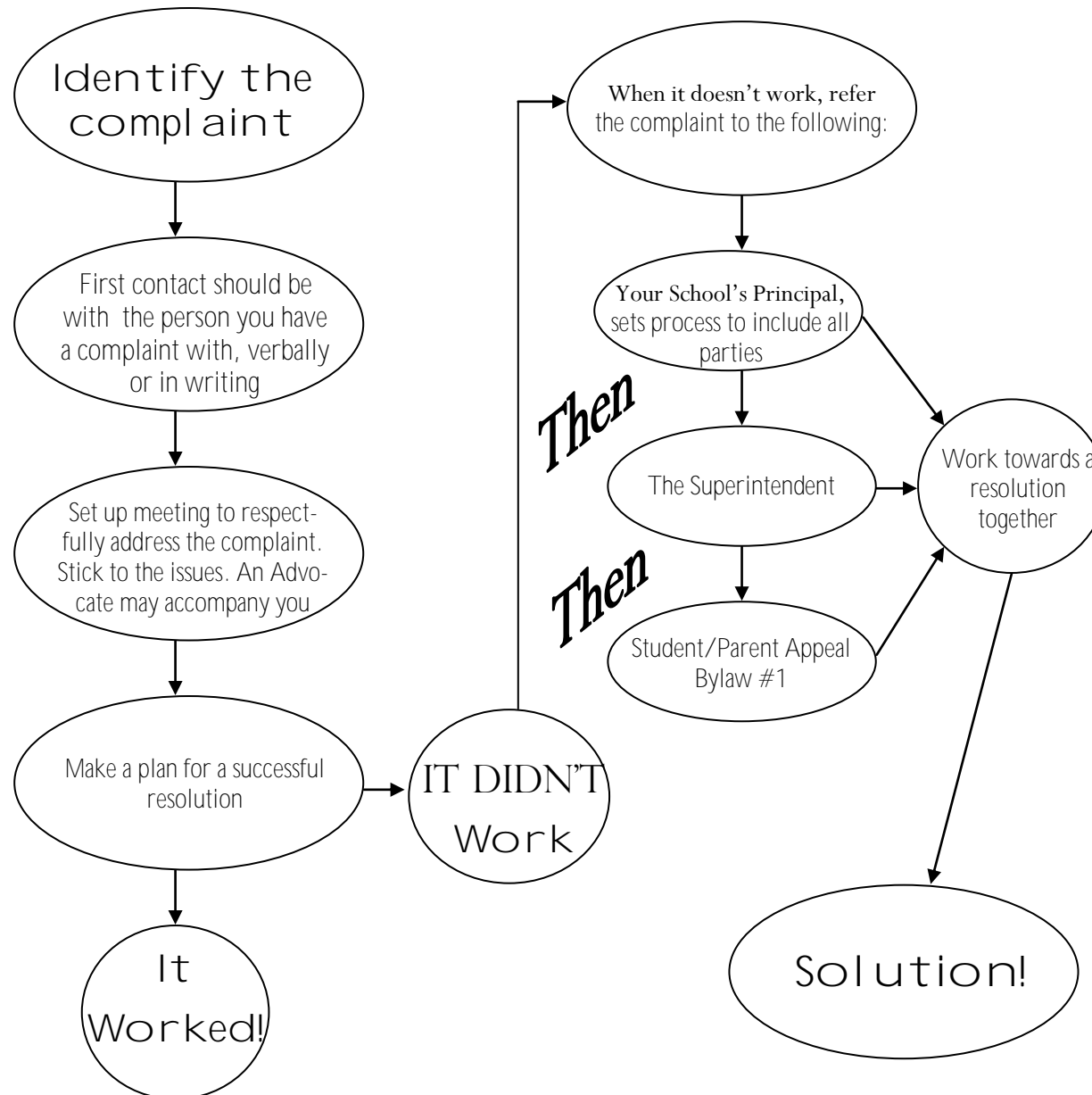
WE FOCUS ON EXCELLENCE FOR
ALL LEARNERS IN A NURTURING
ENVIRONMENT

STEPS TO RESOLVING CONCERNS OR COMPLAINTS



The Kootenay Lake Board of Education believes that trusting relationships and open communication are important. Policy #206 reflects a collaborative approach to resolving concerns or complaints.

Kootenay Lake School District No. 8
1-877-230-2288



COMMUNICATIONS PROTOCOL

Steps to Resolving Conflict:

The following guidelines have been developed to support respectful communication when concerns arise. It is expected that every attempt will be made to resolve concerns at the school level; or level closest to the concern.

If at any time, you need advice you can seek assistance/support in this process from:

School Staff

School District Office Staff

Parents' Advisory Council Chairperson
District Parent Advisory Council (250)
354-2804

Finding a Resolution:

Identify the Concern

Try to resolve the concern:

- ✓ Begin at the school level between the concerned parties.

To help you do this:

- ✓ **Focus on the student's needs.**
- ✓ Define the real issue: What is needed and wanted?
- ✓ Make an appointment to see the person with whom you have a concern. Set a mutually satisfactory date and time.

Prepare for the meeting – make notes, plan.

- ✓ Bring a support person if you desire, (inform the person with whom you meet).
- ✓ Respectfully, address your concern.
- ✓ Together, explore possible options and select the best solution.

Make a plan for resolution and success:

Set up an action plan with times, dates and follow-up.

Seek Assistance

- ✓ If the issue is not resolved, or an action plan is not successful, seek assistance from the Principal after informing the other party of your intent to do so.
- ✓ If the issue concerns the Principal and you have not had success through the initial portion of this process, contact the Superintendent of Schools at (250) 352-6681 for assistance or support in resolving the issue.
- ✓ If the issue remains unresolved after accessing assistance or support from the Superintendent of Schools, contact the School Board using the Student/Parent Appeals (Bylaw No. 1). Call the School District for information on the appeal process.

General Information

All concerns should be addressed. If you feel that you cannot approach the individual involved, please contact your school principal, or the Kootenay Lake **District Parents' Advisory Council** (DPAC) for assistance.

If you require more information please contact the School District Office at (250) 352-6681 or (877) 230-2288. The Kootenay Lake School District No. 8 believes that this Communications Protocol will aid in a respectful and mutually satisfying resolution to problems and concerns.

For more information:

www.sd8.bc.ca :

Policies and appeal forms

dpacsd8.weebly.com :

Advocacy support for parents

www.studentappeals.gov.bc.ca :

Ministry Student Appeals Branch

Adopted from SD 28 & 69

School District No. 8

Kootenay Lake

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(877) 230-2288 toll free

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