



## Resolving Concerns or Complaints

A guide for students and parents/guardians.

We believe that trusting relationships and open communication are important.

POLICY 206 reflects a collaborative approach to resolving concerns or complaints.

## 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 the 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

## Find 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

### Policies and appeal forms

[sd8.bc.ca/board/policies](http://sd8.bc.ca/board/policies)

### Advocacy support for parents

[dpacsd8.weebly.com](http://dpacsd8.weebly.com)

### Ministry Student Appeals Branch

[www.studentappeals.gov.bc.ca](http://www.studentappeals.gov.bc.ca)

### School District No 8 Kootenay Lake

570 Johnstone Road, Nelson, BC V1L6J2

**Tel** 250.352.6681

**Fax** 250.352.6686

**Toll-free** 877.230.2288

**Email** [sd8info@sd8.bc.ca](mailto:sd8info@sd8.bc.ca)