

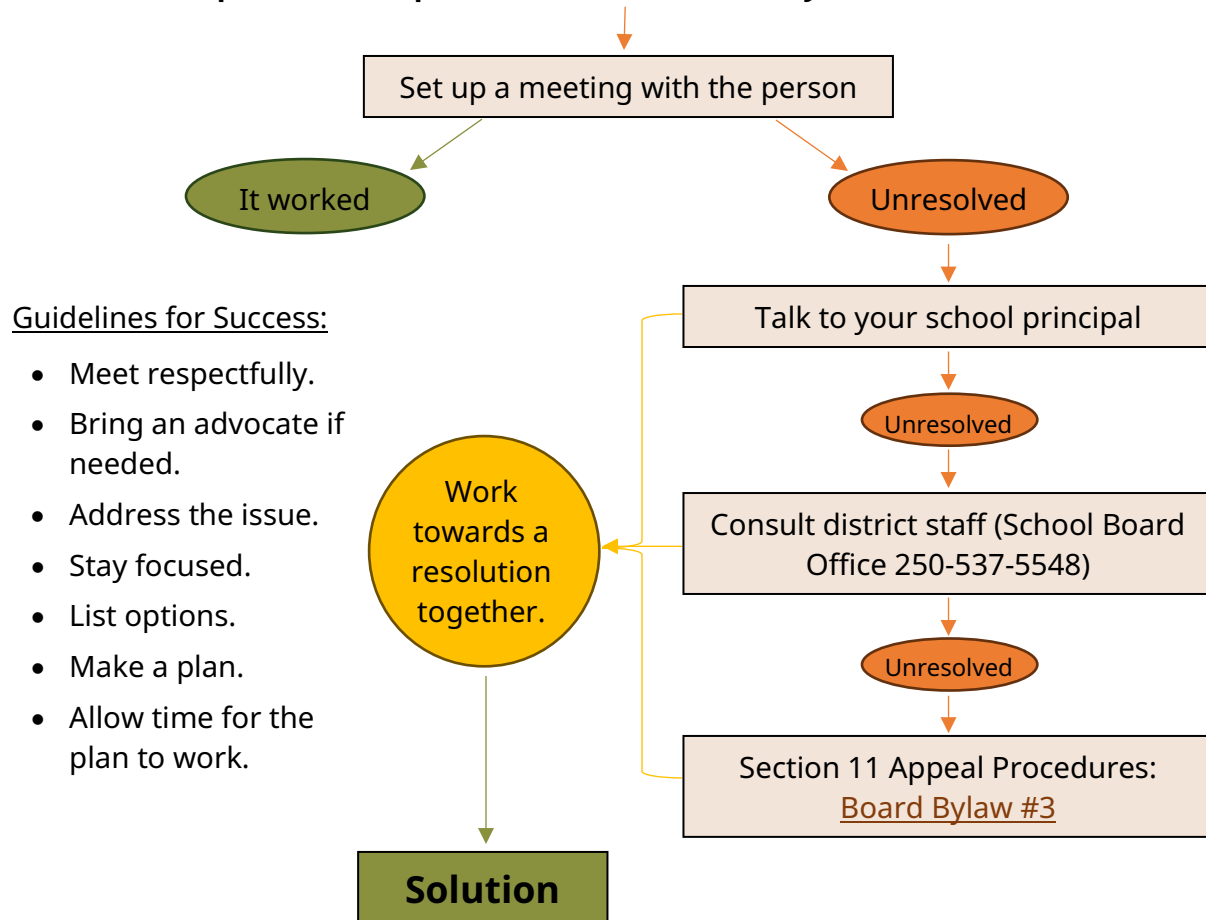


Addressing Concerns – a guide for parents and caregivers

Education is shared between the home and the school and good communication is an excellent starting point for resolving an issue. Families are urged to contact the school if they have questions about their child’s learning or any other specific concern.

Concerns or complaints are best addressed in a manner that reflects mutual respect, and generally at the point closest to where the concern first arises.

I have a question, complaint, or concern about my child. Who do I contact?



It is important to give each step a chance to correct the issue before proceeding to the next step. At any time in the process outlined above, a parent or guardian has the right to appeal a decision that significantly affects the education, health or safety of their student (Bylaw #3 Section 11 Appeal Procedures).



Build understanding and a positive relationship with your school:

Be involved:

- Understand the roles and responsibilities of the partners in education.
- Participate in the school's PAC.
- Attend school events and activities.
- Offer to help.
- Support your child's learning at home.
- Be informed about your child's progress in school.

Communicate:

- Take opportunities to get to know the people who work with your children.
- Inform yourself about your child's classes and school activities.
- Keep the school informed about issues that affect your child.

Support successful resolution of a concern or complaint:

1. Arrange an appointment so that your concerns can be heard without distraction.
2. Organize your thoughts before the meeting.
3. Keep focused on the issue you've identified.
4. Treat others with dignity and respect and expect that in return.
5. Thoughtfully consider and try to understand both sides of the issue.
6. Give each of the steps a chance to correct the problem before you proceed to the next step.

Board Policy and Appeals:

[Board Policy 2.40](#) Addressing Concerns and Complaints outlines the process for addressing concerns and complaints in a manner that is fair, effective, and transparent.

[Board Bylaw #3](#) (Section 11 Appeal Procedures) provides the opportunity for Appeal in situations where a decision made by an employee significantly affects the education, health or safety of a student. If concerns remain after undertaking an Appeal process, in limited circumstances a Board decision can be appealed to the provincial Superintendent of Appeals.