

Q: What if my concern deals with what I see as performance issues by either the teacher or school principal/vice-principal or another school district employee?

A: We encourage all parents to first deal directly with the school staff member involved in the conflict. Advise the individual of the concern at hand and give that individual an opportunity to respond before contacting the School Board Office.

The district appreciates that such conversations can be difficult and parents are reminded that they have the ability to seek the support of an advocate to assist them in this process. Staff contractual processes will also be respected and followed in instances where a concern warrants further review by supervising staff.

Q: What is the difference between a school act appeal and the conflict resolution process?

A: The formal School Act appeal process is outlined in the Parent and Student Appeal Guide.

The right of appeal applies to decisions which significantly affect the health, education, or welfare of a student such as:

- Disciplinary suspension for more than five(5) consecutive instructional days;*
- Significant decisions regarding placement in an educational program;*
- Grade promotion or graduation*
- See Bylaw #4 Student and/or parent appeals Regulation 1540-40 Process for Parental Complaints.*

Q: Should I contact my school's elected Trustee to help me resolve the issue?

A: Your school Trustee is your elected representative on the Board of Education. While Trustees welcome communication with parents, they cannot become involved in specific school issues. If you choose to contact your school Trustee they will be happy to listen to your concerns, and will guide you to use the Conflict Resolution steps outlined in this brochure.

Q: How do I contact the District Office Administrator?

A: Reception line: (250) 624-6717

Email: info@sd52.bc.ca

By mail to: School District No. 52

634 6th Avenue East

Prince Rupert, BC

V8J 1X1

It is important that you identify the school that your child attends in your communication.



**THE BRITISH COLUMBIA CONFEDERATION OF
PARENT ADVISORY COUNCIL (BCCPAC)
PROVIDES RESOURCES TO PARENTS.**

**WEBSITE: [HTTPS://BCCPAC.BC.CA](https://bccpac.bc.ca)
PHONE: 604-474-0524 OR 1-866-529-4397
EMAIL: INFO@BCCPAC.BC.CA**

**SCHOOL DISTRICT 52
PRINCE RUPERT**



**PROCESS
FOR PARENT
CONCERNS**





CONFLICT RESOLUTION PROCEDURE

Most concerns that arise at school can be solved through meeting with the School District employee in question. For parents (including guardians), most issues would be addressed first with the employee and if necessary the vice-principal or principal.

CONTACT THE EMPLOYEE

Request an appointment with the employee to discuss your concern in private. The purpose of this meeting should be to define the concern, clarify the issue, develop an understanding of each other's point of view and develop strategies to remedy the concern.

If no resolution can be reached between the parent and the employee, a parent may wish to request a meeting with the principal.

CONTACT THE PRINCIPAL

Following receipt of a parent concern, the principal may meet with the employee involved privately, or may request a meeting with both the parent and employee.

The employee may choose to include a representative from his/her union, and the parent may choose to attend with an advocate.

The principal will ensure that the issue is heard and that the school has the opportunity to respond thoughtfully to the concern.

CONTACT THE DISTRICT OFFICE

If a resolution is not reached at the school level with the principal, a parent may wish to contact the School Board Office. The School Board Office includes district management staff who hold responsibility for schools.

Upon receipt of a parent concern, the District Office Administrator (250-624-6717) will review the issue with the parent and school.

DECISIONS THAT SIGNIFICANTLY AFFECT THE HEALTH, EDUCATION OR SAFETY OF A CHILD AT SCHOOL

SD 52 Prince Rupert recognizes and respects the fact that parents and students may strongly disagree with decisions made by school employees that significantly affect the health, education or safety of a child at school. In this rare case a formal [School Act] appeal may be launched. Bylaw4 Form 1510-104

HOW PARENTS CAN SOLVE A CONCERN AT SCHOOL

1. THE PARENT IS REQUESTED TO SPEAK FIRST WITH THE EMPLOYEE INVOLVED IN AN ATTEMPT TO RESOLVE THE ISSUE.

2. IF SATISFACTORY RESOLUTION TO THE CONCERN IS NOT ACHIEVED, THE NEXT STEP IS TO MEET THE EMPLOYEE'S IMMEDIATE SUPERVISOR.

3. A PARENT MAY SEEK THE SUPPORT OR GUIDANCE OF A FAMILY MEMBER OR ANOTHER SCHOOL DISTRICT REPRESENTATIVE.

4. IF THE PARENT IS RELUCTANT TO SPEAK FIRST TO THE EMPLOYEE AFFECTED, THE PARENT MAY CONTACT A SCHOOL OR DISTRICT OFFICE ADMINISTRATOR TO HELP RESOLVE THE ISSUE.

4.1 ADVICE AND SUPPORT WILL BE GIVEN TO ENSURE THAT THE CONCERNS OF ALL PARTIES ARE REVIEWED IN AN APPROPRIATE FASHION.

4.2 THE PARENT WILL BE INFORMED THAT THE EMPLOYEE WILL BE ADVISED OF THE PARENT'S CONCERN.

5. IF THE SITUATION CONTINUES TO BE UNRESOLVED, THE PARENT CAN RAISE THE CONCERN WITH THE SUPERINTENDENT.

6. COMPLETE CONFIDENTIALITY RESPECTING COMPLAINTS CANNOT BE GUARANTEED AND INFORMATION IS DISCLOSED TO THE EMPLOYEE OR SUPERVISOR ON A NEED-TO-KNOW BASIS.

7. THE DISTRICT WILL NOT RESPOND TO ANONYMOUS COMPLAINTS EXCEPT IN INSTANCES WHERE THERE ARE ALLEGATIONS ASSOCIATED WITH CHILD WELFARE OR CRIMINAL ACTIVITIES.

8. PARENTS WHO WISH TO INITIATE A FORMAL APPEAL ARE REFERRED TO BOARD BYLAW #4 STUDENT AND/OR PARENT APPEALS AND RELATED REGULATIONS AND FORM 1510-10A.