

- Policy Number: 1035
 - Policy Name: District Procedure for Addressing Parent Concerns
 - Date of Revision: 2013 02 13
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District Procedure for Addressing Parent Concerns

It is advised that the parent with a concern contact DPAC for: (a) advice regarding a support person or, (b) as a resource to your particular need.

Reference material includes: (a) Speaking Up (A parent guide to advocating for students), (b) Building Partnerships in Schools, and (c) the resources of: Ombudsman, Minister, M.L.A.

All parents and/or guardians of children enrolled in School District #64 (Gulf Islands) should follow the steps below in consecutive order:

A. Concerns at the School Level

Step One: Take the matter directly to the teacher or staff person. Discuss your concern regarding the action, policy, procedure or practice.

Step Two: Arrange a meeting between yourself, the staff person and the administrator of the school if *Step One* does not sufficiently address your concerns. This meeting should focus on the issue.

Step Three: Arrange a meeting between yourself and the administrator of the school if *Step Two* does not sufficiently address your concerns.

Step Four: Arrange a meeting between yourself and: (a) the Director of Instruction (if your child has special needs) or, (b) the Superintendent of Schools, if *Step Three* does not sufficiently address your concerns.

Step Five: Upon following these steps, students and/or parents who wish to appeal to the Board of Education a decision or action made by an employee which significantly affects the education, health or safety of the student may do so in writing to the Chairperson of the Board following the procedure for lodging an appeal under Section 11 of the School Act.

Step Six: Upon delivering its decision, the Board will also inform the appellant(s) of their right to appeal that decision to a Superintendent of Achievement in the Ministry of Education (see Section 11, *BC School Act*).

B. Concerns at the District Level

Step One: Take the matter directly to the person involved. Discuss your concern regarding the action, policy, procedure or practice.

Step Two: Arrange a meeting with the Superintendent, Director of Instruction or Secretary Treasurer if *Step One* does not sufficiently address your concerns.

Step Three: Upon following these steps, students and/or parents who wish to appeal to the Board of Education a decision or action made by an employee which significantly affects the education, health or safety of the student may do so in writing to the Chairperson of the Board following the procedure for lodging an appeal under Section 11 of the School Act.

Step Four: Upon delivering its decision, the Board will also inform the appellant(s) of their right to appeal that decision to the Ministry of Education's Appeals Branch. (see Section 11, *BC School Act*).

See also Board Bylaw No. 4 pertaining to Appeals under Section 11 of the *BC School Act*.