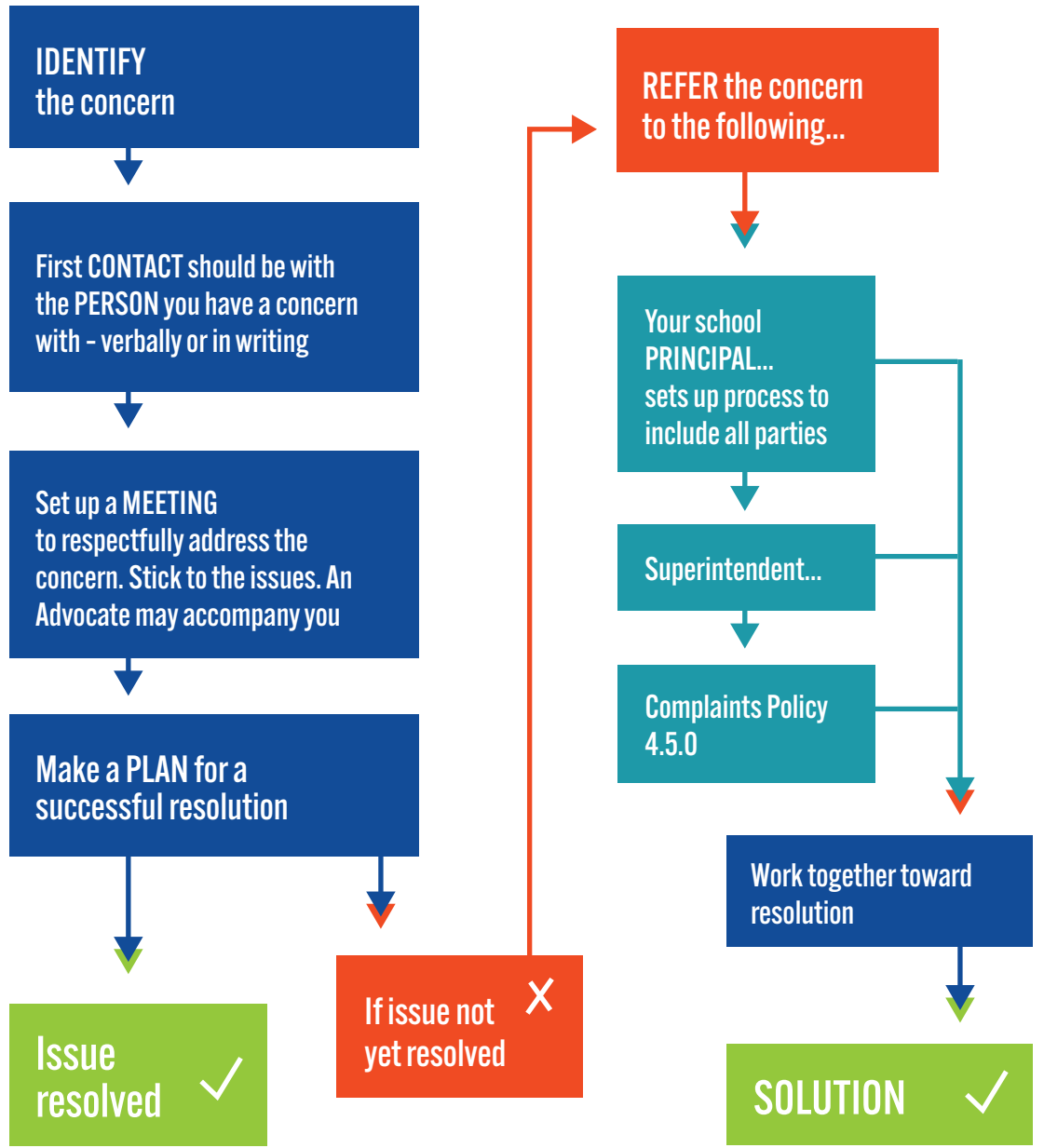


# Communication Protocol – SD22



# How to Resolve Concerns

A guide for students and parents/guardians.



Dream, believe, achieve!

# Communication Protocol – SD22

## Steps to Resolving Concerns

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 may seek assistance/support in this process from:*

- School Staff
- School District Office Staff
- Parents' Advisory Council Chairperson
- District Parent Advisory Council  
vernondpac@gmail.com

## 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 SD22 Superintendent of Schools at 250-549-9217 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 Complaints Concerning Personnel, Programs or Procedures Policy 4.5.0. Call the SD22 office at 250-542-3331 for information on the 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 SD22 Parents' Advisory Council (DPAC) for assistance.

If you require more information please contact the School District Office at 250-542-3331.

SD22 believes that this Communications Protocol will aid in a respectful and mutually satisfying resolution to problems and concerns.

*You can expect to hear back from the district office within two business days. If you do NOT hear back within 48 hours, please contact us again.*

## For more information

### *Policies and appeal forms*

[sd22.bc.ca/bylaws-policies-regulations](http://sd22.bc.ca/bylaws-policies-regulations)

### *Advocacy support for parents*

[sd22dpac.ca](http://sd22dpac.ca)

### *Ministry Student Appeals Branch*

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

### *SD22 Office*

1401 - 15th Street, Vernon, BC V1T 8S8

Tel 250-542-3331

Fax 250-549-9200

### *Email - Executive Assistant to the Superintendent*

[@sd22.bc.ca](mailto:sbowen@sd22.bc.ca)