

Problem Solving Guide

Record details

such as:

- What happened?
- When did it happen?
- How many times did it happen?
- What difficulties has this situation caused my child?
- What policies, legislation, laws, etc. apply to this situation?
- What are my and my child's rights and responsibilities?
- What are the system's rights and responsibilities?

What is the situation, issue, concern, etc. _____

Possible sources of information:

- Your Parent Advisory or District Parent Advisory Council (PAC/DPAC)
- BC Confederation of Parent Advisory Councils Office (BCCPAC)
- School or School Board Office
- Local community and counselling agencies
- Office of the Ombudsman
- Ministry of Education
- BC Teacher Regulation Branch

What events or incidents may have led to this situation? _____



Keep track of conversations and actions:

It's important to keep track of all the information you've gathered for easy reference, including records of whom you have spoken to, what correspondence you have sent and received, etc.

Record details such as:

- Who you contacted.
- When you contacted them.
- How you contacted them – email, text, phone.
- What was said?
- What they said they would do for your child.
- When and how they will let you know what action has been taken.
- If you need to contact them again.
- What you said you would do.

Person you contacted: _____ Date _____

Action: _____

Outcome: _____

Person you contacted: _____ Date _____

Action: _____

Outcome: _____

Person you contacted: _____ Date _____

Action: _____

Outcome: _____

Person you contacted: _____ Date _____

Action: _____

Outcome: _____

Person you contacted: _____ Date _____

Action: _____

Outcome: _____

Make sure your concerns are based on what you know to be true, from your experience or your child's experience.

Solving the problem

- What will best meet the needs of my child?
- How will I know agreements are upheld?
- Who will be responsible?
- When will the action plan start?
- Who should I talk to if I have further concerns?

List some ideas for resolving this situation _____

