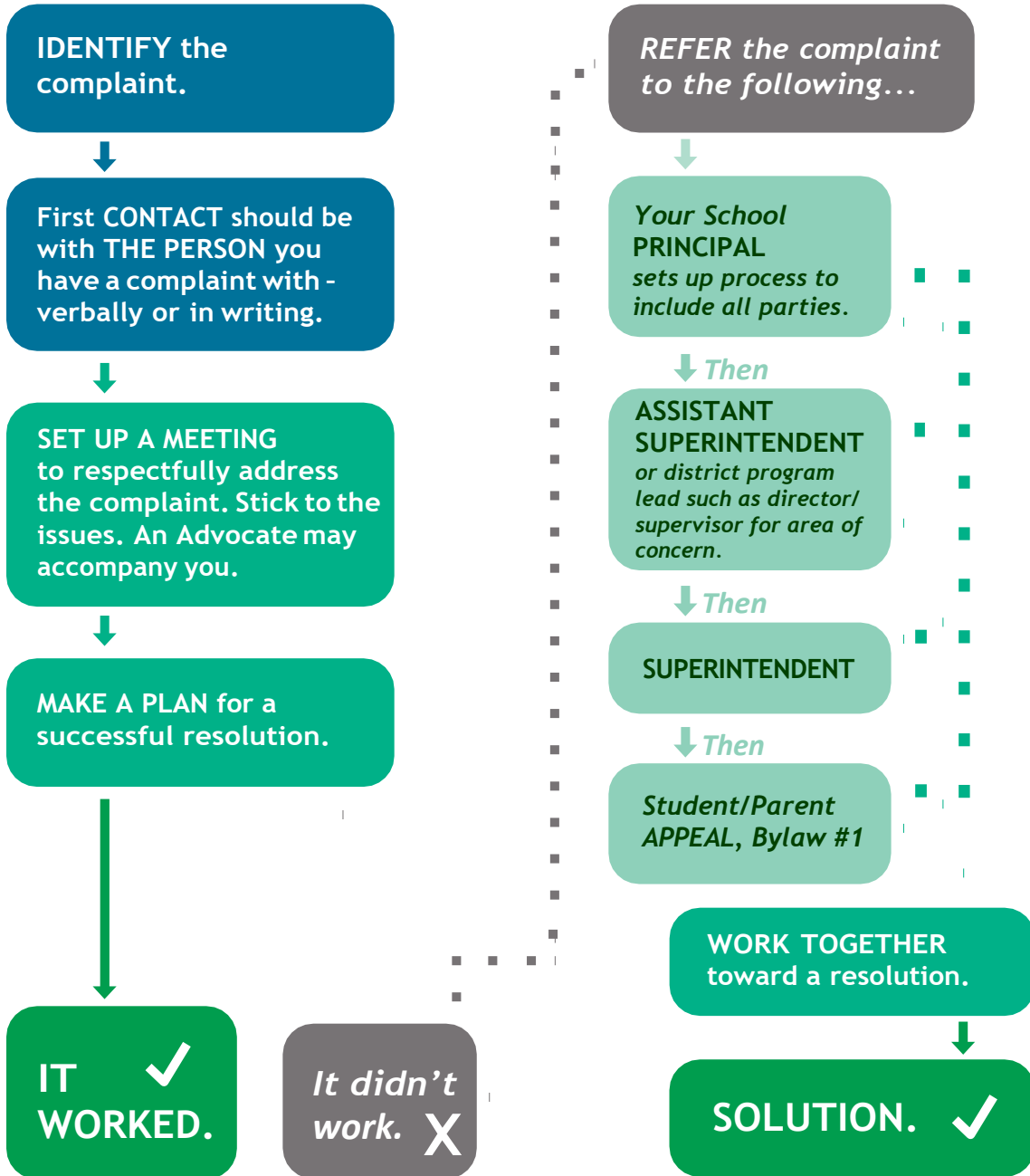


SD8 Communication Protocol



Resolving Concerns or Complaints

A guide for students and parents/guardians.

SD8 believes that trusting relationships and open communication are important.

We believe in a collaborative approach to resolving concerns or complaints.



Steps to Resolving Conflict

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 can seek assistance/support in this process from:

- School Staff
- School District Office Staff

Find a Resolution

1. **Identify the Concern**
2. **Try to resolve the concern**

To help you do this:

- Begin at the school level between the concerned parties.
- 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). The District Parent Advisory Council may provide information on accessing an advocate.

- Address your concern respectfully.
- 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.
- The issue concerns the Principal and you have not had success through the initial portion of this process, contact the Assistant Superintendent or program/area lead at 250-352-6681 for assistance or support in resolving the issue.
- The issue remains unresolved after accessing assistance or support from the Assistant Superintendent, contact the Superintendent of Schools.
- You want to appeal a decision of the Superintendent that significantly affects the health, education, safety of a student. Parents of students or students may appeal using *Bylaw No. 1 Student/Parent Appeal*.

General Information

All concerns should be addressed. If you feel that you cannot approach the individual involved, please contact your school principal, or the Assistant Superintendent for assistance.

If you require more information please contact the School District Office at 250-352-6681 or 1-877-230-2288.

School District No. 8 (Kootenay Lake) (SD8) believes that this Communications Protocol will aid in a respectful and mutually satisfying resolution to problems and concerns.

For more information

Policies and appeal forms
sd8.bc.ca/board/policies

Advocacy support for parents
dpacsd8.weebly.com

Ministry Student Appeals Branch

Student disputes and appeals

School District No.8 (Kootenay Lake)
811 Stanley Street, Nelson, BC V1L 1N8
Tel 250-352-6681

Toll-free 1-877-230-2288

Email info@sd8.bc.ca

Adapted from SD28 & 69 Updated 2024