

Tips for Parents & Staff

1. Keep focused on what is best for the student. Both parents and staff are interested in the child's success.
2. Be specific about the concern. Making notes may help clarify your thoughts
3. Set up an appointment so that concerns can be heard without distractions.
4. Everyone should be informed in advance, of who will be attending a meeting.
5. Stay calm and be polite. Listen to everyone. Try to see the issue from the other person's perspective.
6. Be prepared to explore various solutions.
7. Confidentiality is important.
8. Keep a record of actions taken.
9. Give each step a chance to address the concern before proceeding to the next step.
10. Confirm that everyone understands the decision and any timeline involved.



Administration

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Superintendent/Secretary-Treasurer

Peter, Dubinsky, Assistant Superintendent

Nicholas Graves, Principal LESS

Justin Bisson, Vice Principal LESS

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Resolving Your Concerns



School District 10 Arrow Lakes

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Concerns can be resolved through communication

If you or your child has a concern, the following process will help you to resolve it...

Step 1

The person(s) will express the concern(s) to the individual involved. Both parties may have an advocate and will attempt to resolve the concerns. In some circumstances, the principal may be asked to attend a meeting to assist the person(s) in Step 1

It is hoped that parents /students will have their concerns resolved in the first step of the process; however, parents are encouraged to follow subsequent steps to resolution, where necessary.

Step 2

The person(s) will meet with the principal/supervisor or designate and may bring an advocate. The principal/supervisor shall carry out an appropriate review and report to all parties concerned and attempt to resolve the concern(s).

Did you Know:

Your District Parent Advisory Council (DPAC) can help you with any step of this process

Step 3

The person(s) will submit to the Assistant Superintendent a written statement outlining the concern with recommendation(s) for resolution of the concern.

The Assistant Superintendent will review all information relevant to the matter and will:

- ⇒ Contact the concerned person(s)
- ⇒ Attempt to resolve the concern to the satisfaction of the person(s) with the complaint and inform the person(s) involved.
- ⇒ Include in writing, the action which will take place to resolve the concern.

Inquiries and Concerns Process

[SD10 Board Policy 220—Inquiries and Concerns](#) outlines the process for further inquiry about issues and the resolution of concerns.

District Appeal Procedure

If your concerns are still not addressed satisfactorily, you may formally appeal to the Board of Education according to the District Appeal Bylaw.

The Appeal Bylaw is available at the School Board Office and the SD10 Website: www.sd10.bc.ca

[By-Law No 4: Appeal Bylaw under Section 11 of the School Act](#)

