

Expectations for Effective Resolution

- Stay calm and polite.
- Seek to understand before being understood.
- Try to see the issue from the other person's perspective.
- Always use respectful communication.
- Refrain from using social media to address concerns.
- Treat all members of the school community with kindness and dignity.



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Tips for Resolving Concerns

- Stay focused on solutions and opportunities.
- Be specific about the concern. Making notes may help clarify thoughts.
- Set up an appointment so that concerns can be addressed in a private and distraction-free environment.
- Notify in advance of who will be attending a meeting.
- Ensure confidentiality.
- Focus on collaborative problem-solving.
- Keep a record of actions taken.
- Allow each step to address the concern before proceeding to the next step.
- Before concluding, confirm that everyone understands the decision and/or action and any timelines involved.

Resolving Your Concerns

*School District 10
(Arrow Lakes)*



In School District 10, we are proud of the partnerships we have with all stakeholders who help us to create a strong team that supports the education and well-being of all students in SD10.

When things don't work as smoothly as we would hope, there can be misunderstanding, and miscommunication that result in a situation that requires attention. In these cases it is most helpful when everyone works together to resolve the concern.

The vast majority of concerns can be resolved directly between the individuals involved. The following process has been developed to assist people with resolving concerns by working together.



Step 1 (Teaching Staff and Administration): The person(s) will express the concern(s) to the individual involved, providing both parties with an opportunity to attempt to resolve the concerns. Both parties may wish to have an advocate or representative attend the meeting for support.

Step 1 (Support Staff): The person(s) will express their concern(s) to the appropriate Principal / Vice-principal, who is then responsible for carrying out the appropriate review into the concern(s). The Principal/Vice-Principal will follow up with the parties to attempt to resolve the concern(s). If the issue is not resolved, the person(s) with the concern can proceed to Step 3.

Step 2 : If the concern(s) are not resolved at Step 1, the person(s) with the concern are encouraged to bring their concern to the appropriate principal, or supervisor who is then responsible for carrying out the appropriate review into the concern(s). The principal or supervisor will follow up with the parties to attempt to resolve the concern(s).

Step 3: If the concern(s) are not resolved at Step 1 or 2, the person(s) with the concern(s) may submit their concern to the District Office in writing, attention to the Superintendent. The Superintendent will review all information available regarding the matter and will follow up with the parties to attempt to resolve the concern(s).

Step 4: If concern(s) are still not addressed, person(s) may wish to formally appeal to the Board of Education in accordance with the Board's Appeal Bylaw, which can be found on the SD10 website, or a copy requested from District Office.