

**COMMUNICATIONS AND CONCERNS WITH  
STAFF OR VOLUNTEERS**

The School District recognizes that, from time to time, concerns regarding the operation of the School District will arise. Questions or expressions of concern shall be dealt with in a manner that reflects mutual respect and fair process, and procedures for dealing with such situations shall ensure that:

- concerns are handled between those immediately involved, if possible;
- concerns are investigated and resolved expeditiously;
- concerns are dealt with in a courteous and constructive manner;
- personnel against whom concerns are made have an opportunity to respond.

The School District believes that the following process provides a fair and efficient method for resolving concerns:

1. Attempt to resolve the issue at the source by contacting the School District Employee with whom you have a concern.
2. Involve the School District Employee's immediate supervisor if a resolution is not reached in Step 1.
3. Involve a School District Senior Manager (Assistant Superintendent) if a resolution is not reached in Step 2.
4. Involve the Superintendent (or designate) if a resolution is not reached in Step 3.
5. Appeal to the Board if a resolution is not reached in Step 4, Bylaw #2.
6. Appeal to the Superintendent of Achievement (under Section 11.1 of the *School Act*) if a resolution is not reached in Step 5 and the appeal is on "allowable grounds" as defined in the Appeals Regulation of the *School Act*.

Members of the general public can be excused for not being aware of this administrative procedure, and if members of the public approach a trustee or staff member directly, it is expected that the trustee or staff member will advise them of the correct procedure and available supports.

Specific complaint policies in regard to alleged sexual or personal harassment can be found in AP 422, *Respectful Workplace*; in regard to alleged child abuse in AP 325, *Child Abuse*; and in regard to complaints regarding the appropriateness of locally evaluated learning materials in AP 203, *Challenging the Appropriateness of Learning Resources*.

# School District 84 – Vancouver Island West

## STEPS TO RESOLVING CONCERNS – COMMUNICATION PROTOCOL

### 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 level closest to the concern. If, at any time you need advise, you can seek assistance/support in this process from:  
School Staff or School District Office Staff.

#### 1. Identify the Concern

##### Try to resolve the concern:

- ◇ Begin with the school level between 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 are meeting so they are not surprized), Respectfully address your concerns, together-explore possible options and select the best solution.

#### 2. Make a plan for Resolution and Success:

- ◇ Set up an action plan with times, dates, and follow-up, Seek assistance.

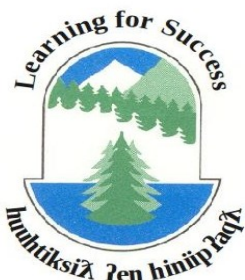
#### 3. Seek Assistance:

- ◇ If the issue is not resolved, or an action plan is not successful, seek assistance from the School Principal after informing the other party of your intent to do so,
- ◇ If the issue concerns the School Principal and you have not had success through the initial portion of this process, contact the Superintendent at 250-283-2241 for assistance or support in resolving the issues. If the issue remains unresolved after accessing assistance or support from the Superintendent, contact the School Board. Call the School District for information on the appeal process.

## General Information

All concerns should be addressed. If you feel that you cannot approach the individual involved, please contact your School Principal for assistance.

If you require more information, please contact the School District Office at 250-283-2241. School District 84 believes that this Communications Protocol will aid in a respectful and mutually satisfying resolution to problems and concerns.



# COMMUNICATION PROTOCOL

