



# Resolving Issues and Concerns in Schools

## Guidelines for parents and adult learners to follow when there is an issue or concern:



**STEP 1:** Start with the person(s) whose action has given rise to the issue or concern.

**STEP 2:** If the issue is not resolved, contact the principal.

**STEP 3:** If the issue is still not resolved, contact the Assistant Superintendent for your area at 604-596-7733.

**STEP 4:** If the issue is still not resolved you can contact the school, District Administration, or District Parent Advisory Council, for information on the appeals procedure.

In the case of issues involving student safety or other emergency situations, you may need to proceed directly to Step 2 or 3. During Step 2 or Step 3 you may be referred to other departments in the District (e.g. Special Education, Student Services, Continuing Education, Transportation, etc.) to resolve the issue or concern.

The *Policy on Appeals Procedure* and *Notice of Appeal* forms are available at the school, the District Office, or through DPAC.

## Build a positive relationship with your school:

### *Be involved:*

- understand the roles and responsibilities of the partners in education
- participate in the school's PAC
- Attend school events and activities
- Offer to help
- support your child's learning at home
- be informed of your child's progress in school

### *Communicate:*

- take opportunities to get to know the people who work with your children
- inform yourself about your child's classes and school activities
- keep the school informed about issues that affect your child

*This information is a joint project of the Surrey School Board, Canadian Union of Public Employees, Surrey District Parent Advisory Council, Surrey Administrators' Association and the Surrey Teachers' Association.*

For more information please contact the Surrey School District at 604-596-7733