

*When I have
a question or
concern*



VSB

Vancouver School Board
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PREAMBLE

In the course of carrying out their duties, the Board's employees are required to make many decisions affecting the education, health and safety of a student.

There may be a question or concern regarding such decisions.

The purpose of these guidelines is to ensure a safe and respectful working and learning environment while addressing a concern.

GUIDING PRINCIPLES

When a concern does arise it is important that the people involved commit to resolving the situation in a manner of mutual respect that does not interfere with:

- the teacher's delivery of the educational program of the classroom;
- the management and operation of the school;



- the privacy of the individuals involved; and
- the student's ability to solve problems.

PROCESS

1. Concerns are best handled and resolved as close to the origin as possible.
2. If there is a concern:
 - Arrange a time to discuss the concern with the person involved, give the reason and clarify who is attending.
 - Organize your thoughts, clarify the concerns and stay focused on it.



- If assistance is required by any of the parties involved, you could consider outside resources such as a resource person, a parent advocate, an interpreter or a union or association representative.
 - Communicate respectfully and maintain confidentiality.
 - Listen and commit to understanding the issue fully.
3. Occasionally it is not possible to come to a mutually agreed upon course of action. Take time to reconsider the concern. It may be necessary to agree to disagree.
 4. This protocol should not conflict with other protocols and policies that may necessitate different courses of action.



LINKS

1. B.C. Ministry for Education: Programs & Services for parents

http://www.bced.gov.bc.ca/parent_ps.htm

2. Vancouver School Board Policy Manual:
SECTION K: School-Community Relations

<http://www.vsb.bc.ca/districtinfo/policies/k/>

3. District Parent Advisory Council

<http://www.vsb.bc.ca/involved/DPAC>

4. B.C. Confederation of Parent Advisory Councils

<http://www.bccpac.bc.ca/>

5. Vancouver Teachers' Federation
(Vancouver Elementary School Teachers' Association)

<http://vesta.ca/>

6. Vancouver Teachers' Federation
(Vancouver Secondary Teachers' Association).

<http://vstaweb.ca/>

7. B.C. Teachers' Federation: For Parents

<http://www.bctf.ca/parents/>



Joint Collaboration by

Vancouver Teachers' Federation

and

Vancouver School Board

in consultation with parents