

# Policy 406

Resolving Concerns Regarding  
Personnel, Programs or Procedures

A Guiding Document



## Policy 406

The North Vancouver School District requires that Parents/Caregivers follow the procedures outlined in Policy 406 In regard to resolving concerns.

Following protocols will show your willingness to engage in the process, and that you have made the necessary effort to resolve the issue(s) or concerns.

★ Just remember, if you skip a step in the communication ladder, you may be sent back down to complete it.

**Weblinks to the NVSD SD44 ( Policy 406 document)  
and its accompanying Administrative procedures.**

**Policy 406: Resolving Concerns Regarding  
Personnel, Programs or Procedures**

**Administrative Procedures**

# When Things Aren't Working...

Read Provincial and District Policies & the School Act, for guidance on what you can expect, and reference these items in meetings and communications.

- Document everything.
- Bring someone with you to meetings - to act as a witness, take notes and provide emotional support.
- Follow up meetings/chit chat/hallway conversations with an email - summarizing what was discussed and seek clarity.
- Address concerns by email if possible and make clear requests.
- Give deadlines for responses - 1 week if relatively routine and 2 business days if urgent and is reasonable.
- Is it urgent? Send an email, then follow up with a phone call or make an appointment with the appropriate person.

## Collaborative communications

North Vancouver School District  
the school place is here

Proactive and productive parent-school relationships positively impact student success and well-being. The purpose of communication between parents/guardians and school employees is to create, maintain and enhance positive relationships in support of the student's educational plan.



## Collaborative Communications

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The purpose of communication between Parents / Caregivers and school employees is to create, maintain and enhance positive relationships in support of the student's educational plan.”

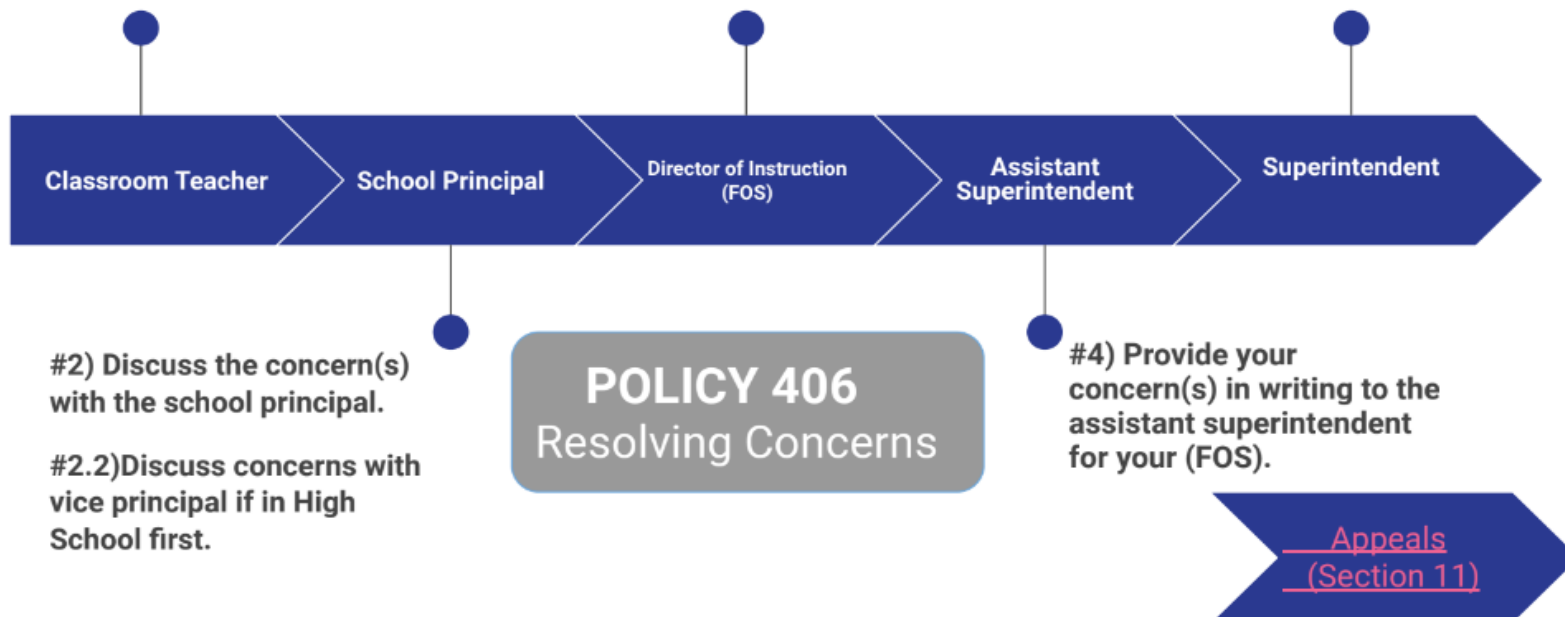
[Collaborative Communication SD#44 - NVSD](#)

# Policy 406 – Process For Resolutions

**#1) Discuss the concern(s) with the classroom teacher.**

**#3) Make an appointment to discuss the concern(s) with the director of instruction for your (FOS).**

**#5) Provide your concern in writing to the district superintendent.**



\*Reminder that if your student is in high school, you need to communicate with the grade level vice- principal before the principal (this is an additional step from Elementary school).

# Policy 406 - NVSD SD#44

## **Steps to follow:**

### 1. Communicate with the classroom Teacher

Share your concern with your child's teacher through your established communication system: in person conversation, a formal meeting or an email.

In some cases, it may be most helpful to write an email summarizing the issue, list the steps you have already taken and communicate the urgency of the matter respectfully and clearly.

# Policy 406 - NVSD SD#44

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## **Steps to follow:**

### 2./2.2 Communicate with the Principal

If the parent/guardian and classroom teacher can not come to a collaborative solution, or if the matter is outside the scope of the teacher, speak to the School Principal.

Connect through email to set up a meeting. The Principal may request that the Learning Support Teacher be a part of this meeting, depending on the concern.



# Policy 406 - NVSD SD#44

## **Steps to follow:**

**\*\*Note\*\*** (2.2)

If you are attending a high school you must connect with the appropriate Grade Vince Principal, before escalating it to the principal.

This is an additional step in the policy 406 process that applies to high school only.

# Policy 406 - NVSD SD#44

## **Steps to follow:**

3. Communicate with the Director of Instruction (FOS)  
If a collaborative solution can not be found within the school, or if the matter is outside the scope of the school level personnel, connect through email to set up a meeting with the Director of Instruction for your Family of Schools (FOS). Supports may be accessed at this level by the school or by the Parent/Guardian.

# Policy 406 - NVSD SD#44

## **Steps to follow:**

4. Communicate with the Assistant Superintendent (FOS)

If a collaborative solution can not be found with the Director of Instruction for your Family of Schools, Or if the matter is outside the scope of the Director of Instruction level personnel, connect through email to set up a meeting with the Assistant Superintendent for your Family of Schools (FOS).

## **Steps to follow:**

### 5. Communicate with the Superintendent

If a collaborative solution can not be found with the Assistant Superintendent for your Family of Schools. Or if the matter is outside the scope of the Assistant Superintendent, connect through email to set up a meeting with the Superintendent.

# Appeals - Section 11 BC School Act:

When all previous steps have been exhausted, further action can include an Appeal to the Board of Education or Appeal to the the Provincial Superintendent of Appeals.

If a decision of an employee of a board significantly affects the education, health or safety of a student, the parent of the student or the student may, within a reasonable time from the date that the parent or student was informed of the decision, appeal that decision to the board (Section 11 (2) of the School Act.

# Appeals - Section 11 BC School Act:

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## **Bylaw 906 School Act Appeals**

A parent/guardian and/or student in the School District may appeal a decision of an employee or employees of the Board if that decision significantly affects the education, health or safety of the student.

The failure of an employee or employees to make a decision shall be deemed to be a decision for the purpose of bringing an appeal.

**\*\*Note\*\***

You can file a section 11 at anytime in the policy 406 process if a decision has or has not been made.

# Options for Filing Complaints:

There are times when you may determine that the best course of action is to file a formal complaint. You do not have to wait until you have completed the whole appeals process to take these actions.

## **BC Human Rights Tribunal**

The role of the BC Human Rights Tribunal is to address discrimination.

<http://www.bchrt.bc.ca/complaint-process/complain/index.htm>

## **The Office of the Ombudsperson**

The role of the Office of the Ombudsperson is to address administrative unfairness.

BCCPAC recommends you contact the Ombudsperson when you decide to file a Section 11 Appeal with your District.

<http://www.BCOmbudsperson.ca>

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## **Teachers Regulation Branch**

If your concern about the conduct of an educator is not adequately addressed at the school level, contact us or submit a complaint to the Commissioner for Teacher Regulation.

[Making A Teacher Complaint](#)



# Freedom Of Information Requests

## NVSD SD44

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### **Freedom of Information - Access for Information**

The North Vancouver Board of Education is subject to British Columbia's [Freedom of Information and Protection of Privacy Act \(FIPPA\)](#) and the [School Act](#) when handling personal information. FIPPA enables the public to request and obtain copies of records held by provincial governmental public bodies when those records are not routinely available.

### **Requests for Information under FIPPA**

If you would like to request records from the North Vancouver Board of Education, and those records are not routinely available through a respective department or on the school district's website, you can make a formal request for records through FIPPA by sending an email to the Office of the Secretary Treasurer at [secretarytreasurer@sd44.ca](mailto:secretarytreasurer@sd44.ca)

All formal requests for records must be done in writing and provide sufficient detail to assist staff in locating and retrieving the records sought.

[Weblink to the NVSD SD44 \(FOI\) Page](#)

# Other Helpful Information for Parents/Caregivers:

**Spend some time on the NVSD SD#44 “For Parents” section on the website it includes information regarding:**

- School Registration
- District Parent Advisory Council (NVPAC)
- Diversity and Multiculturalism
- Settlement Workers in Schools
- Social Emotional Learning
- Inclusive Education Handbook
- Community Events
- Mental Health & Well Being
- School Communication
- Emergency Procedures
- Steps for Problem Solving (Policy 406) / Appeal Process (Bylaw 906)

[Weblink to the NVSD SD#44 - Parent Page](#)

# NVSD SD#44 - District Contact Information:

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## Family Of Schools Liaisons & Senior Administration

### Chanin Smyth

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# NVSD SD#44 - District Contact Information: Family Of Schools Liaisons & Senior Administration

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# NVSD SD#44 - District Contact Information: Family Of Schools Liaisons & Senior Administration

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# Do You Need Some Help?

There are several community organizations and individuals across British Columbia that can help with advocating for your student and or with advocacy concerns. Here are just a few of these are included below:

[BCEDAccess](#)

[BCCPAC](#)

[Inclusion BC](#)

[Speaking Up](#)

[Dyslexia BC](#)



NVPAC

If you require support in navigating the policy 406 process or have any questions please connect with us at:

[inclusion@northvanpac.org](mailto:inclusion@northvanpac.org)