



Communicating with your school

Staffs in our school are eager to address your questions or concerns. Education is shared between the home and the school and good communication is an excellent starting point for resolving an issue.

Parents and guardians are urged to contact the school if they have questions about an activity or issue. It is usually best to begin with the classroom or subject teacher. If a matter remains unresolved, then you may wish to contact the principal to request assistance in dealing with the matter.

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.

Resolving issues & concerns

1. Arrange an appointment so that your concerns can be heard without distraction.
2. Organize your thoughts before the meetings.
3. Keep focused on the issues.
4. Treat others with dignity and respect, and expect that in return.
5. Look at both sides of the issue and listen to everyone.
6. Give each of the steps a chance to correct the problem before you proceed to the next step.

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* (#9902) and *Notice of Appeal* forms are available on the school district website under the *General Info* tab.

This information is a joint project of the Surrey Board of Education, Canadian Union of Public Employees, Surrey District Parent Advisory Council, Surrey Principals' & Vice Principals' Association and the Surrey Teachers' Association.