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“As a parent, you are your child’s natural advocate. You can make sure your child’s rights, needs and opinions are respected. You can help make sure that decisions affecting your child are made fairly.”

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## **Start with your Teacher, and your Principal**

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For other concerns, the [Complaint Resolution Process](#) outlines the following steps:

## **Step 1: Initial Contact**

The principal will ask you to discuss the concern with the teacher or staff person involved.

Both parties will be asked to define the concern, clarify the issues, develop an appreciation and understanding of each other's viewpoint and attempt to resolve the concern.

If there is no resolution, the principal will proceed to Step 2.

## **Step 2: Facilitated Contact**

The principal will meet with you.

Information will be gathered about the concern and the attempts made so far to find resolution, and possible solutions will be discussed.

If there is no resolution, the principal will proceed to Step 3.

## **Step 3: District Contact**

The principal will ask you to contact one of the assistant superintendents, or directors of instruction.

The principal will forward the documentation about your concern to the assistant superintendent or director of instruction, with recommendations for resolution.

The assistant superintendent or director of instruction will review the information, contact you, and work to resolve the concern and keep all parties informed.

If there is no resolution, the principal will proceed to Step 4.

## **Step 4: Appeal to the Board**

Once you have been through steps 1 to 3, and you wish to appeal to the Board about a decision or an action made by