



Policy No. 205

DISPUTE RESOLUTION OF STUDENT OR PARENT CONCERNS

POLICY STATEMENT

The Board of Education of School District 87 (Stikine) recognizes that concerns regarding decisions made by District employees may arise from time to time. The Board believes that constructive, respectful dialogue between students, parents, and staff is the most effective way to resolve differences and meet individual student needs.

The Board strongly encourages a “closest to the source” model of dispute resolution. Those closest to the origin of concern possess the immediate facts, context, and nuances, allowing them to correct errors or clarify misunderstandings practicably and without delays. By ensuring that issues are addressed by those directly involved before escalating, the Board preserves professional relationships, protects neutrality for formal appeals, and maximizes operational efficiency.

LEGISLATION/REGULATION

- *School Act, Section 11*

REGULATIONS

Students or parents who have concerns with a decision or action of a teacher or an administrator are expected to seek resolution by pursuing the following steps:

1. Teacher or Classroom Level Problems

- Informal Dialogue:** The parent, guardian, or student must first request a direct meeting or conversation with the classroom teacher to discuss the specific judgment, evaluation, action or decision being questioned. Solving a problem collaboratively between a parent and a teacher fosters long-term trust and a stronger team dynamic around the student.
- Principal Intervention:** If a mutually acceptable resolution is not reached, the complainant may bring the concern to the School Principal, who will investigate, facilitate dialogue, and issue a school-level decision.
- Superintendent Review:** If the complainant remains unsatisfied with the Principal's decision, the matter may be escalated to the Superintendent (or designate) for an administrative review.
- Formal Section 11 Appeal:** If the issue is not resolved by the Superintendent, and the decision significantly affects a student's education, health, or safety, the

complainant may file a formal appeal to the Board of Education under ***Bylaw No. 110 – Appeals***.

2. Principal or School Level Problems

- a. **Direct Administration Consultation:** For school-wide actions, operations, local procedures, or school-level practices, the complainant must first discuss the matter directly with the School Principal.
- b. **District Administration Referral:** If the issue cannot be resolved at the school level, the concern must be referred in writing to the Superintendent (or designate) for investigation and resolution.
- c. **Formal Section 11 Appeal:** If the Superintendent's directive or decision does not resolve the matter, and the decision significantly affects a student's education, health, or safety, the complainant may initiate a formal appeal under ***Bylaw No. 110 – Appeals***.

3. District Level Problems

- a. **Departmental Contact:** For issues concerning district-wide programs, transportation, maintenance, or operations, the complainant must address the matter directly with the specific District personnel or department manager involved.
- b. **Superintendent Escalation:** If the department manager cannot resolve the issue, the matter must be escalated to the Superintendent (or designate) for a final administrative decision.
- c. **Formal Section 11 Appeal:** If the Superintendent's final administrative decision is unsatisfactory, and the decision significantly affects a student's education, health, or safety, the complainant may submit a formal appeal to the Board of Education under ***Bylaw No. 110 – Appeals***.

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