

Administrative Procedure	Nicola Similkameen School District
Section:	School Administration
Title:	Parent/Guardian Concerns and Complaints

Purpose

To establish the application procedure for parent/guardian concerns and complaints within the School District, which are not otherwise covered by the provisions of the collective agreement.

Beliefs:

Our school district believes that parents/guardians are essential partners in the education of their children. On occasion, parents/guardians may have concerns or complaints about their child's education. It is best to work towards a solution with those directly involved with the concern or complaint.

Procedures:

1. When there is a concern or complaint about a teacher, the first attempt at resolution is for the parent/guardian to contact the teacher involved.
2. If the concern or complaint has not been resolved after contacting the teacher, the parent/guardian will contact the school administration with their concern or complaint. If the parent/guardian has not spoken with the teacher, the administrator will advise that this is the first step of the process.
3. If the parent refuses to meet with the teacher, the administrator will inform the teacher about the concerns brought forward by the parent/guardian.
4. If the concern or complaint cannot be resolved, the administrator will schedule a meeting with the teacher and the parent/guardian to discuss and attempt to resolve the concern or complaint.
5. If the parent/guardian /teacher/administrator meeting is unable to resolve the concern or complaint, the parent/guardian will then contact the Superintendent or designate.
6. Indigenous parents/guardians may request the support of an Indigenous Support Worker, Education Coordinator, District Principal of Indigenous Education, or advocate at any time during the raising of a complaint or concern.
7. Parents/guardians may request the presence of an advocate at any time.

Date of Original Superintendent Approval: April 9, 2025

Date Amended: April 9, 2025

Cross Reference: