

**Q:** What is the difference between a Section 11 Appeal and the Conflict Resolution Process?

**A:** The formal **Section 11 Appeal** process is outlined in the *Parent and Student Appeal Guide*.

The right of appeal applies to decisions which significantly affect the health, education, or welfare of a student such as:

- » Disciplinary suspension for more than five(5) consecutive instructional days;
- » The administrative transfer of a student from one school to another for disciplinary reasons;
- » The exclusion of a student from school for a health condition
- » Significant decisions regarding placement in an educational program;
- » Grade promotion or graduation;
- » Refusal to offer an education program to a non-graduated student sixteen (16) years of age or older;

An appeal is directed to the Associate Superintendent

The **Conflict Resolution Process** is available for parents who have concerns that are more specific to the daily school experience of their child and that are outside of the above listed categories. For example:

- » Disciplinary suspension for 5 days or less;
- » School based decisions such as classroom placement, academic grading and evaluation;
- » Inappropriate or concerning peer interactions between students;
- » School staff conduct or performance; and
- » District policy (i.e. animals in classrooms, cross-boundary, school staffing, field trips).

**Q:** What if my concern deals with what I see as performance issues by either the teacher or school principal/vice-principal?

**A:** We encourage all parents to first deal directly with the VSB staff member involved in the

conflict. Advise the individual of the concern at hand and give that individual an opportunity to respond before contacting the Office of the Superintendent. The district appreciates that such conversations can be difficult and parents are reminded that they have the ability to seek the support of an advocate to assist them in this process. Staff contractual processes will also be respected and followed in instances where a concern warrants further review by supervising staff.

**Q:** Should I contact my school's elected Trustee to help me resolve the issue?

**A:** Your school Trustee is your elected representative on the Board of Education. While Trustees welcome communication with parents, they cannot become involved in specific school issues because of the conflict that may occur should you later wish to appeal the issue to the Board of Education. If you choose to contact your school Trustee they will be happy to listen to your concerns, and will guide you to use the Conflict Resolution steps outlined in this brochure.

**Q:** How do I contact the Director of Instruction?

**A:**

- » Reception line: 604 713-5000
- » Email: [info@vsb.bc.ca](mailto:info@vsb.bc.ca)
- » By mail to Office of the Superintendent, 1580 West Broadway, Vancouver, BC V6J 5K8

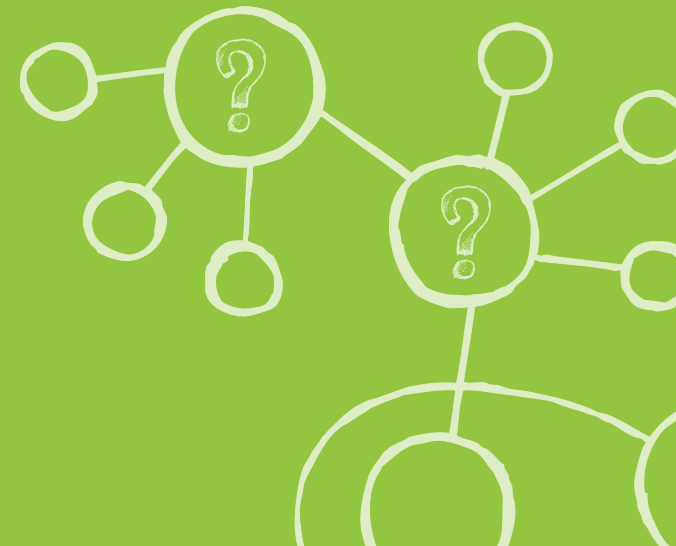
It is important that you identify the school that your child attends in your communication

The British Columbia Confederation of Parent Advisory Council (BCCPAC) provides resources to parents. Parents may find it helpful to consult *Speaking Up! A parent guide to advocating or students in public schools* at [www.bccpac.bc.ca/advocacyproject/resources.aspx](http://www.bccpac.bc.ca/advocacyproject/resources.aspx) or to contact BCCPAC Advocacy toll free message line at 1-888-351-9834 for more information



**VSB** Vancouver Board of Education

## VSB Conflict Resolution Process for School-Based Concerns





## CONFLICT RESOLUTION PROCEDURE

Most concerns that arise at school can be solved through meeting with the District employee in question. For parents (including guardians), most issues would be addressed first with the classroom teacher and if necessary the vice principal or principal.

Every reasonable effort should be made to resolve a concern at the school level. *The VSB Conflict Resolution Procedure* can help guide you.

### Contact the Teacher

Request an appointment with the teacher to discuss your concern in private. The purpose of this meeting should be to define the concern, clarify the issue, develop an understanding of each other's point of view and develop strategies to remedy the concern.

If no resolution can be reached between the parent and teacher, a parent may wish to request a meeting with the Principal.

### Contact the Principal

Following receipt of a parent concern, the Principal may meet with the teacher involved privately, or may request a meeting with both the parent and teacher.

The teacher may choose to include a representative from his/ her union, and the parent may choose to attend with an advocate.

The Principal will ensure that the issue is heard and that the school has the opportunity to respond thoughtfully to the concern.

### Contact the Director of Instruction

If a resolution is not reached at the school level with the Principal, a parent may wish to contact the Office of the Superintendent. The Office of the Superintendent includes district management staff who hold responsibility for schools.

Upon receipt of a parent concern, the appropriate staff member will review the issue with the parent and school.

## DECISIONS THAT SIGNIFICANTLY AFFECT THE HEALTH, EDUCATION OR SAFETY OF A CHILD AT SCHOOL

The Vancouver School Board recognizes and respects the fact that parents and students may strongly disagree with decisions made by school employees that significantly affect the health, education or safety of a child at school. In this rare case a formal Section 11 Appeal may be launched (District By-Law 2(i)).



## HOW PARENTS CAN SOLVE A CONCERN AT SCHOOL

