



Delta School District is committed to the establishment of productive partnerships between parents and school staff members in support of student learning. School and system administrators are expected to work effectively with parents to respond to expressed concerns and to deal with complaints in a fair, just and timely manner. (AP 151)

## WHAT SHOULD I DO IF I HAVE AN ISSUE OR CONCERN WITH SOME ASPECT OF MY CHILD'S SCHOOL EXPERIENCE?

Parents and guardians are urged to contact their 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, you may wish to contact the principal to request assistance in dealing with the matter.

## TIPS FOR RESOLVING ISSUES & CONCERNS

- » Arrange an appointment so that your concerns can be heard without distraction.
- » Organize your thoughts before the meeting.
- » Keep focused on the issue you've identified.
- » Treat others with dignity and respect, and expect that in return.
- » Thoughtfully consider and try to understand both sides of the issue.
- » Give each of the steps a chance to correct the problem before you proceed to the next step.

## TIPS FOR BUILDING AN UNDERSTANDING & 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

- » **find 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

**REMEMBER:** Social Media is not an effective tool for solving concerns or challenges with others.  
Delta School District encourages open and respectful dialogue.  
If you have a concern or question, please contact your school directly.

## LEARN MORE ON THE DELTA SCHOOL DISTRICT WEBSITE

[WWW.DELTASD.BC.CA/BOARD/POLICIES-PROCEDURES](http://WWW.DELTASD.BC.CA/BOARD/POLICIES-PROCEDURES)

- » SEARCH FOR PROCEDURE 151