

# Working Together to Resolve Concerns

In Burnaby Schools, we are proud of the partnerships we have with parents, principals, vice-principals, teachers, support staff, and others who create a strong team to support your student's education.

When things don't work as smoothly as we would hope – there may be a misunderstanding, miscommunication, or a situation that needs attention – it's most helpful if everyone works together to resolve the matter. If a parent or guardian has a concern about a school matter, the Burnaby School District has a process to assist with a resolution.



# PROCESS TO RESOLVE CONCERNS TOGETHER

The vast majority of concerns can be resolved with your child's teacher or at a school level. If a resolution can't be reached within the school, District staff are available to help the parent or guardian.

*Who do I talk with first?*

## **Your Child's Teacher**

You should discuss your concern with the classroom teacher at a mutually convenient time. Most concerns can be resolved at this point.

*If my concern is still not resolved, where else can I go?*

## **Your School Principal**

If you and the teacher are not able to resolve the issue, it should be discussed with the school principal or vice-principal. They will gather facts from everyone involved to clarify the problem and work to resolve the matter as quickly as possible.

*If my concern isn't solved at a school level, where else can I go?*

## **Your Director of Instruction or Assistant Superintendent**

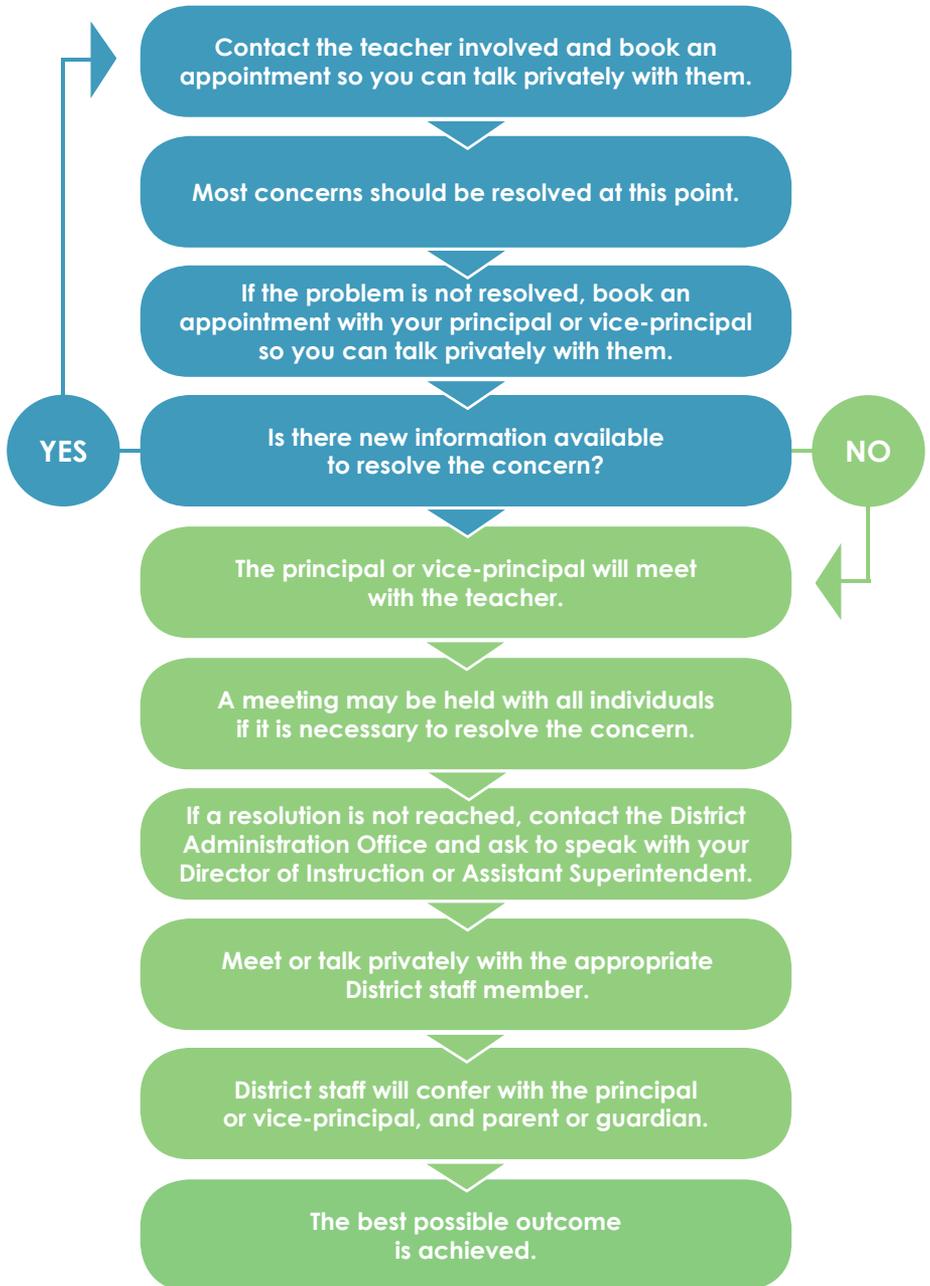
If you and the school principal are not able to resolve the issue, you may wish to contact the School District Administration Office (see back). Your Director of Instruction or Assistant Superintendent will review the matter and will work with you to address your concern.

*If I want to contact a trustee, can they help?*

## **Your Trustee**

As your elected representatives, trustees are always available to you and other members of the public. While trustees welcome communication, they cannot become involved in specific concerns regarding the education, health or safety of your child, as this could become a conflict of interest should the matter later be appealed to the Board of Education. If you choose to contact your school trustee, they will be happy to listen to your concerns. They will guide you to resolve your concerns by using the process outlined in this pamphlet.

## Steps To Resolve a Concern



**Burnaby School District Administration Office**  
**5325 Kincaid Street**  
Burnaby, BC, V5G 1W2

reception  
**604-296-6900**

email  
**[inquiries@burnabyschools.ca](mailto:inquiries@burnabyschools.ca)**

Please note it is important to identify the school  
your child attends in your communication.

District and school staff will discuss concerns related to your child;  
however, please keep in mind that they have an obligation  
to uphold the privacy of others.

[www.burnabyschools.ca](http://www.burnabyschools.ca)

