

Five step process for raising concerns

It is our aim for parents/guardians to feel comfortable asking questions or raising concerns.

1

Talk to the relevant staff member (teacher, EA, coach etc.) about the issue or concern, either in-person, by phone or by email. Work together to develop a plan that addresses your issues or concerns.

2

If the issue is not resolved, contact the administrator.

3

If the issue is still not resolved, contact the Assistant Superintendent for the school.

4

If the parent/guardian is unsatisfied with the response, they can contact the Superintendent of Schools.

5

If the issue remains unresolved, the parent/guardian can initiate a formal appeal to the Delta Board of Education.

For more information, please visit:

- [Administrative Procedure 151](#)
- [Policy 13](#)

