

Helpful Tips:

- ✓ Concerns are best addressed when small, don't wait.
- ✓ Write down your thoughts. Take your important points with you to help you stay focused.
 - Write your goal/thoughts at the top of your note page
- ✓ Write details down.
 - Record meeting date and attendees
 - Take note of the action plan and timeline
 - Ask for clarification if needed
- ✓ Approach meetings with mindset of having the common goal to solve the concern.
 - Avoid placing blame
 - Look for ways to work together
- ✓ Pause before posting on social media.

Need some guidance or support through the process? Want to know where to find a SD91 policy? Contact SD91 District PAC at: sd91dpac@gmail.com

SD 91 DPAC Quick Guide for Parents:

Steps to Resolving Concerns

*Concerns can be something minor or even a matter that has become more complicated, but the steps remain the same.

"The Board of Education believes in the importance of employees, students, and parents working together in good faith to create a positive and inclusive school culture that inspires success for every student. The values of trust, respect, responsibility, and collaboration set the tone for how the entire school community works together to pursue common goals."

Excerpt from SD91 Policy No. 204.4

[Policy No. 204.4](#)

[Regulation for Policy 204.4](#)

1. Clearly identify the concern:

- a. Try to be specific
- b. Consider possible solutions
 - *Example: Here is the issue; This is the outcome I am looking for; How can we work together to solve this?
- c. Review SD91 Policy 204.4 - Resolving Public Concerns Regarding Personnel, Programs or Procedures

2. Meet with the staff member:

*This will most often be the teacher but ask if you are unsure

- a. E-mail is a great option to set day and time
- b. If meeting in the office or classroom feels uncomfortable for you, ask to meet in the library or another quiet space
- c. Ask a support person to attend if needed

*It's a good idea to advise the staff member if you're bringing others to a meeting

d. Post meeting follow up

*After the meeting, send an e-mail confirming what you heard, actions that will be taken, and a follow-up plan

3. If things don't get solved at the first step:

- a. Repeat all the above with the school principal

4. If still not resolved:

- a. Repeat all steps with the school supervisor

5. If all other steps have been unsuccessful:

- a. Provide your concern in writing to the superintendent