

DISTRICT EDUCATION SUPPORT CENTRE (DESC)

PO Box 129 - 341 Shuswap St. S.W.

Salmon Arm, BC, V1E 4N2

Phone: (250) 832-2157



- ✓ For information about policies and regulations in effect for School District No. 83 please visit:

<https://sd83.bc.ca/board-policies/>

ADMINISTRATION CONTACTS

- ✓ District contacts can be found on our website at:
<https://sd83.bc.ca/contact-us-2/>



OTHER CONTACTS

- ✓ **President - CUPE Local 523**
Website: 523.CUPE.ca
Email: president@cupe523.com
Telephone: 250-253-3648
- ✓ **President - North Okanagan-Shuswap Teacher's Association (NOSTA)**
Email: lp83@bctf.ca
Telephone: 250-832-1933
- ✓ **Chairperson - District Parent Advisory Council (DPAC)**
Email: sd83dpac@gmail.com

Communication with your School



Resolving your inquiries and concerns through communication



School District No.83
(North Okanagan-Shuswap)

If you have an inquiry or a concern, the following procedure will guide you.

All interactions must remain respectful and align with the District's core beliefs and values as well as the guiding principles of the B.C Human Rights Code.

1. STEP 1: INITIAL CONTACT

Share your concern(s) with the person involved and try to:

- ✓ Define the concern(s).
- ✓ Clarify the issue(s).
- ✓ Develop an understanding of each other's point of view.
- ✓ Summarize the information in writing.
- ✓ Commit to resolution.
- ✓ Resolve the concern(s).
- ✓ If a satisfactory resolution is not achieved, you can proceed to **STEP 2**.

2. STEP 2: ADVOCACY

- ✓ You can request support for resolving your concern, if you wish.
- ✓ Reach out to the District Education Support Centre or to your Parent Advisory Council (PAC) for help with advocacy.
- ✓ You can also proceed directly to **STEP 3** by contacting your school principal.

STEP 3: SCHOOL CONTACT

3.

The principal will:

- ✓ Meet with the parties within five (5) business days of the initial contact.
- ✓ Try to assist with resolution.
- ✓ Summarize the information in writing, if requested.
- ✓ If a satisfactory resolution is not achieved, the principal will proceed to **STEP 4**.

STEP 4: DISTRICT CONTACT

4.

The principal will advise the Superintendent of the concern(s). The Superintendent will contact the appropriate senior staff member who will:

- ✓ Review all the information.
- ✓ Meet with the parties involved.
- ✓ Try to resolve the concern(s).
- ✓ Summarize the information and the resolution reached in writing.
- ✓ If a satisfactory resolution is not achieved, you can proceed to **STEP 5**.

STEP 5: APPEAL

5.

- ✓ If a satisfactory resolution is not achieved by following the procedure in **Steps 1 – 4**, you can consider an appeal under Section 11 of the *School Act*.
- ✓ Contact the Secretary-Treasurer's Office at 250-804-7830.

