

## VSBC Conflict Resolution Process for School Based Concerns

Concerns that arise at school can usually be resolved through meeting with the district employee in question. Most issues would be addressed first with the employee involved and if necessary, their supervisor. Some concerns may include:

- disciplinary suspension for 5 days or less;
- school based decisions such as classroom placement, academic grading and evaluation;
- inappropriate or concerning peer interactions between students;
- school staff conduct or performance;
- district procedures (i.e.. animals in the classroom, field trips, enrollment).

### School Level Decisions

#### Step 1-Meet with the Employee (e.g. supervision aide, SSA, classroom teacher, resource teacher)

Discuss the issue with the employee who made the decision or took the action you are concerned about. Issues can usually be solved at this level but may involve ongoing dialogue. If no resolution can be reached with the employee, you may wish to request a meeting with their supervisor (e.g. Vice Principal, Principal). This may be a District Principal in the case of diverse learners.

#### Step 2-Meet with the Employee’s Supervisor (e.g. Principal or Vice Principal)

The principal and vice principal are responsible for the supervision of all staff at a school. Following receipt of a concern the principal or vice principal may meet with the employee involved privately or may request a meeting with both you and the employee. The employee may choose to include a representative from their union, and you may choose to attend with an advocate of your choosing. The principal or vice principal will ensure that the issue is heard and that the school can respond thoughtfully to the concern. At the school level, if the initial decision was made by the principal, your first attempt at conflict resolution would be at this step, or with a District Principal in some cases with diverse learners.

### District Involvement

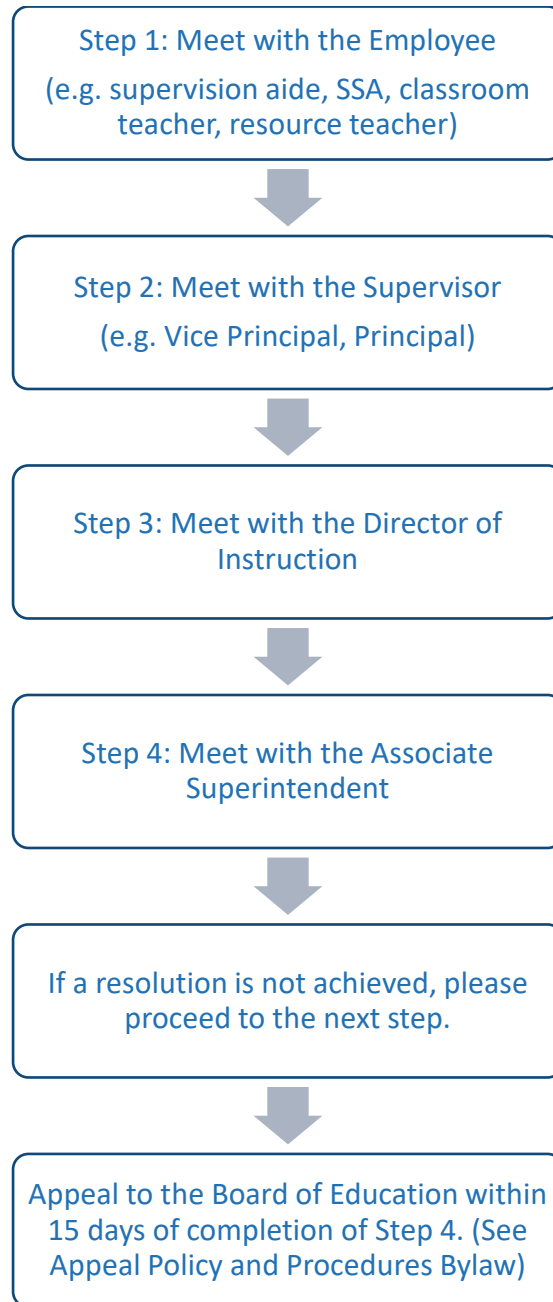
Every reasonable effort should be made to resolve a concern at the school level where applicable. However, if a resolution is not reached at the school level, or if a principal or vice principal has made a decision that is strongly disagreed with, there is the ability to involve District staff.

#### Step 3 - Director of Instruction

To dispute the decision made by a principal or vice principal, your first contact will be the Director of Instruction responsible for the school, or district portfolio such as diverse learners or Indigenous Education. The Director of Instruction is identified on the school website. The role of the Director of Instruction is to support schools and oversee principals and vice principals. The Director of Instruction may meet with you privately or may organize a case management conference including school staff and appropriate District staff to review the matter.

#### Step 4 – Associate Superintendent

The Associate Superintendent is the final step in conflict resolution for school based concerns and will only become involved after the involvement of the Director of Instruction. The Conflict Resolution Procedure will conclude with a decision by the Associate Superintendent. The Associate Superintendent’s decision will include whether the matter in dispute significantly affects the education, health or safety of a student.



The Steps Outlined in the Conflict Resolution Process for School Based Concerns must be followed prior to pursuing an appeal. Please review the [VSB Parent and Student Appeal Guide](#) prior to launching a formal appeal.

## FAQs

**Q:** How do I contact the Director of Instruction

**A:** The Director of Instruction can be reached by:

- Phone: 604-713-5000
- Email: [educationservices@vsb.bc.ca](mailto:educationservices@vsb.bc.ca)
- Mail: 1580 West Broadway, Vancouver, BC V6J 5K8

**Q:** What if I am not comfortable understanding or expressing myself in English?

**A:** Your principal can support your request for language assistance through the support of a VSB Multicultural Liaison Worker in your native language. VSB Multicultural Liaison Workers can support translation and help answer questions you may have.

**Q:** What if the decision was made by a district staff member at the district level?

**A:** Your first contact will be with the Director of Instruction responsible for the school where your child attends, or district portfolio such as diverse learners or Indigenous Education. The Director of Instruction is identified on the school website. If you are unsatisfied with the decision of the Director of Instruction, you may address your district concerns to the Associate Superintendent.

**Q:** Should I contact the trustee assigned to my school to help me resolve the issue?

**A:** While Trustees welcome communication with parents, they cannot become involved in specific school issues because of the conflict that may occur should you later wish to appeal the issue to the Board of Education.

**Q:** Is there a resource to help me?

**A:** The BC Confederation of Parent Advisory Councils (BCCPAC) provides resources to support parents through their website and advocacy support team. Parents can visit the [BCCPAC website](#) or contact BCCPAC directly by email ([info@bccpac.bc.ca](mailto:info@bccpac.bc.ca)) or phone (604-474-0524 or 1-866-529-4397).

## APPEAL PROCESS

The Vancouver School Board recognizes and respects the fact that parents and students may strongly disagree with decisions made by school employees that *significantly affect the health, education or safety of a student at school*. In this rare case a formal Appeal may be launched in accordance with the Appeal Policy and Procedures Bylaw. Appeals must be started within fifteen (15) days of the completion of the Conflict Resolution Process, unless good reasons are shown why the time should be extended. Please review the [Parent and Student Appeal Guide](#) prior to launching a formal appeal.

Please see [Appeal Policy and Procedures Bylaw](#)

## VSB Policy and Administrative Procedures

There are several policies and procedures that guide district decision-making. These are available for review at [Administrative Procedures Manual](#) and [Board Policies and Bylaws](#). For example, student conduct is guided by [AP 350](#), anti-racism and non-discrimination is guided by [AP 170](#), [170a](#) and [Policy 21](#), and SOGI is guided by [Policy 17](#) and [AP 174](#).