



Family Guide: Addressing Concerns in the Qualicum School District

Start Here

TEACHER

1

HAVE QUESTIONS?
Your PAC & DPAC are here to help.

- Start by talking with your child's teacher.
- Provide dates, details, how it's affecting your child, and what you feel might help.
- Most of the time, this is the only step needed. The majority of classroom, supervision, program, or evaluation situations can be worked out with your child's teacher.

SCHOOL ADMINISTRATION

- If you aren't satisfied with the outcome, reach out to the school principal or vice-principal.
- Ask for a meeting and share the details, including what's already been tried.
- Afterward, send a quick note to confirm what was decided and the next steps.

It can be helpful to bring a SUPPORT PERSON to meetings to observe and take notes.*

*This can be a PAC or DPAC representative.

2

Staff contact information is on the school & district websites.

DISTRICT STAFF

- If you aren't satisfied with the outcome, you can bring it to the Superintendent. They may ask a senior staff member to help.
- Ask for a meeting and explain the issue, the timeline, and what's already been tried.
- Request that the decisions and next steps be shared with you in writing.

3

4

BOARD OF EDUCATION

- If you aren't satisfied with the outcome after district staff review, you can make a formal appeal to the Board of Education.
- Fill out the Notice of Complaint Form (p. 8), include your records, and explain what outcome you are asking for.

More information on appealing a decision is in the BC School Act, QSD Bylaw 5 & Policy 710

5

KEEP RECORDS of all meetings, key dates, outcomes and documents.

AFTER BOARD DECISION

- If you feel the process or outcome wasn't fair, you can reach out to provincial bodies for help, or choose to get legal advice.



Family Guide: Addressing Concerns in the Qualicum School District

THREAT TO SAFETY & CRIMINAL ACTIVITY - If your concern involves an immediate threat to safety, suspected criminal activity, or child protection concerns, it may be appropriate to contact the police. This includes situations such as physical assault, sexual harassment or assault, credible threats of violence, possession of weapons, or other illegal activity.

Parents/caregivers who are unsatisfied with the school and district conflict resolution and appeals process may have the ability to escalate their concern further to a provincial oversight body or may wish to seek legal advice.

BC Teachers Regulation Branch

- If you have concerns that a teacher has breached the professional standards for educators, you can submit a complaint to the Commissioner for Teacher Regulation after first trying to resolve the issue at the school and district level.
- For more information: www.gov.bc.ca

Provincial Superintendent of Appeals

- If an appeal to the board of education does not resolve your concerns, you may appeal to a superintendent of appeals.
- The provincial superintendent of appeals can review decisions within a limited scope of decisions in the school system.
- For more information: www.gov.bc.ca

BC Ombudsperson

- The BC Ombudsperson can review/investigate complaints about unfair or unreasonable treatment by public bodies, including schools.
- For more information: www.bcombudsperson.ca

BC Human Rights Tribunal

- The Human Rights Tribunal can review human rights-related complaints such as discrimination based on race, gender, disability, age, religion, sex, sexual orientation, and family status.
- Complaints must be filed within one year of the incident and can be filed in addition to completing the school district appeals process.
- For more information: www.bchrt.bc.ca

Freedom of Information and Privacy Protection (FOIPP)

- Under the FOIPP Act, you can request access to your or your child's personal information.
- To request personal information from the school district, contact our school district's privacy officer, who is the Secretary-Treasurer.
- If your request is unresolved, contact the Office of the Information and Privacy Commissioner (OIPC) of BC and request a review or file a complaint.
- For more information: www.oipc.bc.ca