



PARENT PAGE ROLE OF PARENTS

Parents are “natural advocates” for their children, and Langley School District recognizes the importance of helping parents when issues affecting students need to be addressed. The vast majority of concerns arising from a child’s experience at school are most effectively resolved when staff, parents and students work together.

VOICING A CONCERN

PLEASE NOTE:

- If your concern involves issues of child abuse, or neglect on the part of a Langley School District employee, please do not speak to the individual. You must either contact the individual’s supervisor (usually the school principal), or the Superintendent of Schools, directly.
- Section 11 (2) of the School Act states: *“If a decision of an employee of a board significantly affects the education, health or safety of a student, the parent of the student or the student may, within a reasonable time from the date that the parent or student was informed of the decision, appeal that decision to the board.”*

What do you do if a decision or action by a school district staff member has an impact on your child that causes you concern?

STEP ONE

First, the person who made the decision or took the action needs to know about your concerns. In most cases, the first step is to speak to the staff member involved. This is often the classroom teacher, and concerns can usually be resolved at this stage.

If not resolved ...

STEP TWO

If the matter cannot be resolved at the classroom level, you should speak to the Principal at your child’s school. Principals will listen to your concerns and do their best to provide a learning environment where your child’s needs and the needs of other students are met.

If not resolved ...

STEP THREE

If the principal at your child’s school cannot resolve the problem to your satisfaction, the next step is to contact the School Board Office at 604 534-7891. A District Administrator will listen to your concerns, seek information from the school your child attends and try to help in having the concern resolved.

If not resolved ...

STEP FOUR

If the issue has still not been resolved to your satisfaction, you may appeal to the Assistant Superintendent of Schools. The Assistant Superintendent will listen to your concerns and determine if the decision that was made significantly affects the education, health or safety of the student.

If not resolved ...

STEP FIVE

If the issue is a Section 11 appeal and it has still not been resolved to your satisfaction, you may appeal to the Superintendent of Schools. The Superintendent will listen to your concerns and determine if the decision that was made significantly affects the education, health or safety of the student.

If not resolved ...

STEP SIX

If your Section 11 appeal has still not been resolved to your satisfaction, you may appeal to the Board of School Trustees.

DISTRICT PARENT ADVISORY COUNCIL (DPAC)

For parents, guardians, and students, who are unfamiliar with the school system or who are looking for support in solving problems in a positive manner, the District Parent Advisory Council (DPAC) sponsors an Advocacy Project. This service provides training for parent leaders of PAC's to help and support others. For most issues, they will be able to help you; if they can't they will refer you to the BCCPAC Provincial Advocacy Project. To contact a Provincial Advocate, call the Advocacy Project Hotline at 1-888-351-9834. Leave a message at this number and your call will be returned within 24 hours.

For more information about the Advocacy Program call the DPAC office at 604 534-7891 local 238.