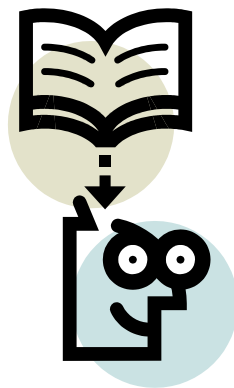


**To build a positive relationship with your school ....**

- meet the staff early in the school year;
- be informed about your child's class and school activities;
- send a note or make a call to recognize a job well done;
- be involved in your school's PAC;
- be willing to listen and learn;
- remember that both you and school staff are interested in your child's success.



**Abbotsford School District Administration**

www.sd34.bc.ca

Phone: 604-859-4891

*Mr. Des McKay* Superintendent of Schools  
*Mr. Steve Carlton* Assistant Superintendent  
*Mr. Kevin Godden* Assistant Superintendent  
*Mr. Bruce Ivany* Assistant Superintendent

**School Trustees**

**Phone**

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*Joanne Field, Chair* 604-614-9203  
*Sat Gill* 604-807-3337  
*Korky Neufeld* 604-309-0952  
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**Abbotsford District Teachers' Association**

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*Rick Guenther, President*  
*Jeff Dunton, Vice-President*

**COMMUNICATION WITH  
YOUR SCHOOL**

Information for  
Parents and Staff



Partners in Learning

# PROBLEMS AND CONCERNS CAN BE RESOLVED THROUGH COMMUNICATION

## SUGGESTIONS FOR STAFF

- At the start of the school year, inform parents how best to communicate with you; e.g. making appointments, use of school planners, time of day.
- Provide a copy of this brochure to the individual.
- Discuss with the parent how and when the concern will be explored.
- Provide a timeline. (I will get back to you today / in a week / on .....)
- Bring closure. A parent should be informed whether or not further action will be taken.

## SUGGESTIONS FOR PARENTS

### STEP 1

Start with the person whose action has given rise to the concerns or problem. This is the person who can best address your concern.

### STEP 2

If you need further assistance with your concern, your principal / vice-principal is there to help.

### STEP 3

If you feel your concerns are not resolved, contact an Assistant Superintendent at 604-859-4891.

### STEP 4

Appeal in writing to the Board of School Trustees.

If a concern is not addressed in a timely manner, or if the parent/guardian is not satisfied with the handling of the concern, the parent/guardian may proceed to the next step.

Help with this process is available by calling the BCCPAC at 1-888-351-9834 or contact the DPAC Chair at 604-823-4376

and leave a message

## TIPS FOR PARENTS AND STAFF

1. Set up an appointment so that concerns can be heard without distractions.
2. Everyone should be informed, in advance, of who will attend a meeting.
3. Be specific about the concern. Making notes may help clarify your thoughts.
4. Keep focused on what is best for the student. Both parents and staff are interested in the child's success.
5. Stay calm and be polite. Listen to everyone. Try to see the issue from the other person's perspective.
6. Be prepared to explore various solutions.
7. Confidentiality is important.
8. Keep a record of actions taken.
9. Give each step a chance to address the concern before proceeding to the next step.
10. Confirm that everyone understands the decision reached and any timeline involved.

This document is a collaborative project of District Parent Advisory Council, Abbotsford District Teachers' Association, and School District No. 34 (Abbotsford).

September 2007