

RESPECTFUL COMMUNICATION

At Correlieu Secondary School we value effective and respectful communication with our families and community members. Staff are eager to address your questions or concerns. It is important that home and school can communicate effectively to resolve an issue as well as support teaching and student learning.

In the event of an emergency or urgent matter, please phone the school (250-992-7007) or district office directly.

RESPECTFUL COMMUNICATION

- All communication needs to be respectful and courteous •
- Be mindful of tone and volume when addressing concerns
- Address the concern(s) at hand
- Listen and understand the concern from the school perspective as well as the students
- Work together to solve problems
- If communication is aggressive, offensive (e.g. racist or sexist comments), threatening, intimidatory, disrespectful or contains profanity, it is considered unacceptable

SCHOOL/DISTRICT **COMMUNICATION PROTOCOL**

Address the concern with the person and give them a chance to respond before bringing the concern to the Principal, Vice Principal or District office. Follow our school district protocol below:

COMMUNICATING CONCERNS

- Inquiring about academic progress, learning expectations or behavioural concerns is best addressed in person or on the phone. Schedule an appointment to meet/speak with your teacher
- Confidential matters are best conveyed by phone or personal contact. It is best practice to have prearranged phone calls or meetings to discuss these matters

EMAIL COMMUNICATION

- It may take administration, teachers or support staff 1-3 business days (apart from scheduled breaks in the school year) to respond to email concerns. If there is urgency to your communication, please call the school
- Note Staff who work with students are typically unable to read their email during school hours
- Please send only non-vital messages by email

Prepare for the meeting – make notes, plan. Bring a support person if you desire, (inform the person

with whom you meet). Respectfully, address your

Respect concern. Together, explore possible

Set up an action plan with times, dates and follow-up.

Seek Assistance

If the issue is not resolved, or an

action plan is not successful, see assistance from the Principal after informing the other party of you intent to do so.

⇒ If the issue concerns the Principal

Instruction or the Superinte of Schools at 992-8802 for assistance or support in reso

If the issue remains unresolved after accessing assistance or support from a Director of instruction or the Superintendent of Schools, contact the School Board using the Appeal Process (Bylaw No. 1). Call the Schoo District Secretary-Treasurer at 992-8802 for information on the appeal

If the issue remains unres

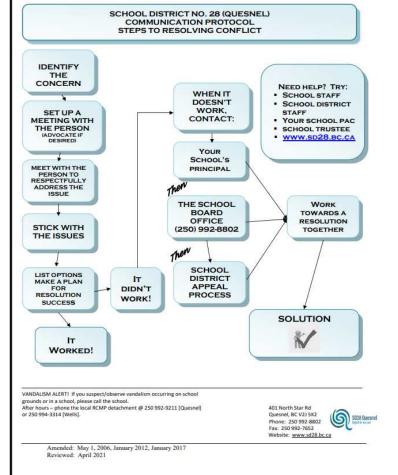
nd you have not had success

through the initial portion of this process, contact a Director of

Make a plan for resolution and

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success:



SCHOOL DISTRICT No. 28 (OUESNEL)

https://bcsd28.civicweb.net/FileStorage/FF40AE3D11D24164AB571E0F4DD16E9E-Procedures%20118%20-%20Appendix%201%20and%202%20-%20Communication%20.pdf

COMMUNICATION PROTOCOL Steps to Resolving Conflict:

The following guidelines have been developed to support respectful communication when concerns arise It is expected that every attempt will be made to resolve concerns at the school level; or level closest to the cerns at the

If at any time, you need advice you can seek assistance/support in this process from: School Staff

- A A School Staff School District Office Staff (992-8802) School Parent Advisory Council Chairperson Trustees (992-8802) Web site - www.sd28.bc.ca
- >
- Finding a Resolution:

Identify the Concern

- Try to resolve the concern: Begin at the school le
- To help you do this

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p you do this: Focus on the student's needs. Define the real issue: What is needed and wanted? Make an appointment to see the person with whom you have a concern. Set a ally satisfacto , date

Amended: May 1, 2006, January 2012, January 2017 Reviewed: April 2021

General Information

concerns should be addressed. If u feel that you cannot approach you feel the indi e individual involved, please ntact your school principal for assistance

If you require more information please contact the School District Administration Office at 992-8802. The Quesnel School District believ that this Con nications Protocol that this Communications Protocol, developed by the School Board in partnership with the QDPAC, QDTA, QPVPA, CUPE Local 4990, and Distric Administration, will aid in a respectful and mutually satisfying resolution to problems and concerns

The Con nicati ns Protocol The Communications Protocol Committee, under the direction of the Board of School Trustees, is committed to improving communications in the District. This is an on-going process and from time to time the established protocol cedures are review d. Your

