



Rocky Mountain  
SCHOOL DISTRICT NO. 6

POLICY NO. 2710

PROBLEM-SOLVING PROTOCOL

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## POLICY

The Board believes that "problems or concerns" are best resolved through a meaningful and collaborative problem-solving process that begins at the level where the decision was made.

Reference: *The School Act*, Section 11  
Appeal Bylaw No. II



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**REGULATION:**

These guidelines are intended to be used and applied as consistently as possible to supplement the appeal process and to assist in its operation.

1. The first step is to discuss the "problem or concern" with the person(s) who made the decision.
2. If the issue is not satisfactorily resolved then meet with the appropriate supervisor in the zone (e.g. Principal, Vice-Principal, Operations Supervisor).
3. Next, discuss the issue with the appropriate senior supervisor in the zone (e.g. Superintendent, Secretary Treasurer) and then, if necessary, a school trustee in the zone.
4. If the issue is still not resolved, the student or parent affected by the decision may appeal the case to the Board of School Trustees in accordance with the procedures outlined in the Board's Appeal Bylaw No. II.

Reference: *The School Act*, Section 11  
Appeal Bylaw No. II