



DISTRICT PRACTICE 9200
PROBLEM-SOLVING PROTOCOL

DISTRICT PRACTICE:

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. director of instruction or assistant superintendent) then if not resolved to the 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 Education in accordance with the procedures outlined in the Board's Appeal Bylaw No. II.