

SD42 STEPS FOR PROBLEM-SOLVING

Our recommended process to follow as a parent/guardian/student in case of an issue or concern is outlined below. At any step in the process, parents/guardians/students are encouraged to bring another individual to meetings with the school. This may be a relative, a trusted friend or an “advocate.”

STEP 1

Discuss the issue with the person who made the decision or took the action you are concerned about (e.g., classroom teacher). Issues can usually be solved at this level but may involve ongoing dialogue.

If not solved, continue to next step.

STEP 2

Discuss the issue with the school principal. The principal may involve appropriate resources/personnel as required.

If not solved, continue to next step.

STEP 3

Discuss the issue with the assistant superintendent responsible for the zone of your child’s school at 604.466.6283.

EAST ZONE

Jovo Bikic

Davie Jones Elementary
Edith McDermott Elementary
Fairview Elementary
Hammond Elementary
Highland Park Elementary
Maple Ridge Elementary
Pitt Meadows Elementary

CENTRAL ZONE

Jovo Bikic

Alouette Elementary
Eric Langton Elementary
Glenwood Elementary
Laity View Elementary

David Vandergugten

Environmental School
Golden Ears Elementary
Harry Hooge Elementary

WEST ZONE

David Vandergugten

Albion Elementary
Alexander Robinson Elementary
Blue Mountain Elementary
Kanaka Creek Elementary
Webster’s Corners Elementary
Whonnock Elementary
Yennadon Elementary

SECONDARY SCHOOLS

Shannon Derinzy

Secondary Schools
Alternate
Trades Partnerships and Academies
Riverside Centre (Continuing Education, Distributed Learning, International Education, Ridge Meadows College)

If not solved, continue to next step.

STEP 4

Discuss the issue with the deputy superintendent: 604.466.6228.

If not solved, continue to next step.

STEP 5

Appeal to the Board of Education within 15 days of completion of Step 4. (See School District No.42 bylaw and policy for appeals.)

If not solved, continue to next step.

STEP 6

Appeal to the Superintendent of Appeals (see Ministry of Education Section 11 appeals process).

