

**BOARD OF EDUCATION  
School District #33 (Chilliwack)**

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**519.1  
ADMINISTRATIVE REGULATION  
Dispute Resolution**

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Complaints and disputes will be dealt with at the point closest to where the dispute first arises. Parents, students and staff will discuss complaints and disputes in a constructive manner that is mindful of the principles of procedural fairness and with the goal to resolving matters in a mutually satisfactory manner.

The following steps will be taken in resolving a dispute arising from the decision or non-decision of an employee of the board:

1. If the problem involves a classroom incident, speak with the classroom teacher.
2. If the problem is not resolved at this level or if it involves other school based non classroom personnel, contact and meet with the school principal.
3. If the issues are not resolved at this level, discuss the issue with the Superintendent and/or administrator(s) as appointed by the Superintendent.

At any point in this process the parties to a complaint or dispute may mutually agree to involve other district or external support in resolving the situation.

If the process cannot be resolved using these disputes strategies and the decision significantly affects the education, health or safety of the student, the student and/or parent has the right to appeal to the Board of Education as outlined in Bylaw #4 - Appeal Procedure.