

# Problem Solving Guide

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## Record details

such as:

- What happened?
- When did it happen?
- How many times did it happen?
- What difficulties has this situation caused my child?
- What policies, legislation, laws, etc. apply to this situation?
- What are mine and my child's rights and responsibilities?
- What are the system's rights and responsibilities?

What is the situation, issue, concern, etc. \_\_\_\_\_

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## Possible sources of information:

- Your Parent Advisory or District Parent Advisory Council (PAC/DPAC)
- BC Confederation of Parent Advisory Councils Office (BCCPAC)
- School or School Board Office
- Local community and counselling agencies
- Office of the Ombudsman
- Ministry of Education
- BC Teacher Regulation Branch

What events or incidents may have led to this situation? \_\_\_\_\_

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## Keep track of conversations and actions:

It's important to keep track of all the information you've gathered for easy reference, including records of whom you have spoken to, what correspondence you have sent and received, etc.

### Record details such as:

- Who you contacted.
- When you contacted them.
- How you contacted them – email, text, phone.
- What was said?
- What they said they would do for your child.
- When and how they will let you know what action has been taken.
- If you need to contact them again.
- What you said you would do.

Person you contacted: \_\_\_\_\_ Date \_\_\_\_\_

Action: \_\_\_\_\_

Outcome: \_\_\_\_\_

Person you contacted: \_\_\_\_\_ Date \_\_\_\_\_

Action: \_\_\_\_\_

Outcome: \_\_\_\_\_

Person you contacted: \_\_\_\_\_ Date \_\_\_\_\_

Action: \_\_\_\_\_

Outcome: \_\_\_\_\_

Person you contacted: \_\_\_\_\_ Date \_\_\_\_\_

Action: \_\_\_\_\_

Outcome: \_\_\_\_\_

Person you contacted: \_\_\_\_\_ Date \_\_\_\_\_

Action: \_\_\_\_\_

Outcome: \_\_\_\_\_

Make sure your concerns are based on what you know to be true, from your experience or your child's experience.

### Solving the problem

- What will best meet the needs of my child?
- How will I know agreements are upheld?
- Who will be responsible?
- When will the action plan start?
- Who should I talk to if I have further concerns?

List some ideas for resolving this situation \_\_\_\_\_

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