

<b>Policy Title:</b>  <b>CONFLICT RESOLUTION</b>	<b>Policy No.</b>	<b>No. of Pages</b>
	ADM03	1
	<b>Eff. Date</b>	<b>Rev. Date</b>
	1/9/2014	

- I. **PURPOSE:** The Corporation and Schools establish these appropriate steps to be taken in resolving conflict at the School level with respect, integrity, and professionalism. In order for conflicts and/or disputes to be effectively resolved, all parties involved must be genuinely committed to the resolution process and understanding of all viewpoints presented. Disputes may involve various stakeholder groups, including but not limited to, employees of the school, parents (family members included), and members of the general public/community individuals
  
- II. **POLICY AND PROCEDURES:**
  1. Recognizing that different parties to the dispute may require different procedures, the first step towards conflict resolution shall be at the School level. This assumes that the conflict has not been resolved between the parties by themselves to satisfaction of either party or within a reasonable amount of time. The parties shall meet with the Principal or designee (Vice Principal) as appropriate to discuss the issue, establish a reasonable timeframe for the resolution process, and formulate possible resolutions. Should a matter be delegated to a Vice Principal, the Vice Principal shall meet with the Principal to discuss the situation and inform him/her of the outcome.
  
  2. Should the dispute remain unresolved, either party to the dispute or the Principal may ask that the Corporation intervene and provide assistance and/or facilitation of the process. Further, certain situations may arise in which the Principal is directly involved in the conflict, which requires that the Corporation be responsible for the process. The Corporation staff shall follow the same process as outline above. The responsible Corporation staff member shall meet with the Corporation Executive Director to discuss the situation and inform him/her of the outcome.
  
  3. Should the dispute remain unresolved, either party to the dispute may submit a request to the Board Chairperson seeking a formal resolution. The request shall be in writing and must include any and all relevant background information related to the dispute, as well as a summary of the previous steps taken to resolve the dispute. Upon reviewing the issue, the Board Chairperson shall render a decision and communicate to all parties of the dispute, including appropriate Corporation and School staff.