



CONFLICT RESOLUTION POLICY

RATIONALE

Conflict is often a part of any development or growth process and may arise in any community. An effective process for resolving conflict is consistent with the vision and mission of CIS to provide a “safe and welcoming environment”. CIS recognizes that effective conflict resolution is reliant upon communication in a controlled and caring manner.

This communication requires:

- communication that recognizes and acknowledges the mutual needs and interests of each individual/party
- taking responsibility for one’s feelings, needs and behavior
- demonstration of honesty and integrity in all interactions

CONFLICT RESOLUTION PROCESS

If the dispute is not resolved after following the Informal procedures described below, the disputing party may proceed to the next step in the policy and request a Formal resolution. As set out in 3. below, the results of a Formal resolution process may be appealed

1. Informal

It is hoped that all conflicts can be resolved at the informal level.

1.1 Interpersonal relationships

1.1.1 Conflict between adults: the issue should be addressed directly by the individuals involved in a climate of respect and mutual trust. Individuals are encouraged to resolve their differences in a timely and equitable manner.

If a conflict between staff members is not resolved at this level, the issue should be raised to the respective school division Vice-Principal or ECE Coordinator.

1.1.2. Adult interventions in student conflicts originating at school: adults who are not the teachers or assigned teacher supervisors of a child should avoid directly addressing students who may have had a conflict with their child. This includes directly addressing the student’s parents in such cases.



Any observed or reported conflicts between students arising at school should be reported to the students' teacher. Exceptions would be made if it is evident that there is immediate danger to an individual. Parents and caregivers are encouraged to speak to their own children about positive ways to resolve conflicts.

1.1.3. Conflicts between students: issues should be addressed directly by the individuals involved in a climate of respect and mutual trust. Individuals are encouraged to resolve their differences in a timely and equitable manner. If no resolution is reached, the students' teacher should be informed of the issue(s).

1.1.4. Conflicts between students and teachers: issues should be addressed directly by the individuals involved in a climate of respect and mutual trust. Individuals are encouraged to resolve their differences in a timely and fair manner. If no resolution is reached, the issue(s) should be raised to the respective school division Vice-Principal.

1.2. Pedagogical

1.2.1. Pedagogical issues pertaining to anything that occurs in the classroom, i.e. teaching, curriculum, classroom management, assessment, or teacher-student relationships, should be addressed by contacting the classroom teacher.

1.2.2. If resolution between the classroom teacher and complainant is not met, the issue should be raised to the respective school division Vice-Principals.

1.2.3. Appeals against Alberta program decisions should be directed to the School Principal.

1.3. Operational

1.3.1. Concerns regarding daily operations and/or procedural issues should be addressed directly to the Head of School or a designee.

2. Formal

If the Informal resolution process fails to reach an acceptable conclusion, then the complainant may proceed with a Formal administrative resolution.

1. Written Complaint



The complaint should be addressed and forwarded to the Principal. The written complaint should provide, in detail, the basis for the complaint. A response from the Principal will be issued within 7 days of receipt of the complaint.

The following information should be included:

1. Name of persons involved in the complaint.
2. Date of the act(s), which are the basis for the complaint(s).
3. Description of the action(s) or omission(s), which is/are the basis of the complaint(s).
4. Names of any other individuals who might have pertinent information.
5. Description of any attempts at informal resolution.
6. Desired resolution.
7. Date of complaint, name and signature of complainant

3. Appeal

If the resolution provided via the Head of School in response to a Formal complaint fails to reach an acceptable conclusion, the complainant may lodge a written appeal to the response. The appeal should be addressed to the School Board and forwarded to the School Board Secretary.

NON-RETALIATION

No individual will be retaliated against for filing a written complaint or otherwise availing him or herself of this policy.

POLICY REVIEW PROCEDURE

This document was created in collaboration with the Principal, Secondary School Principal and Primary School Principal.