

POLICY 14 – CONFLICT RESOLUTION

The Board is committed to and supports the settlement of conflict over matters under its jurisdiction in a manner consistent with its purpose, vision, goals, principles and belief statements.

A complaint brought by a parent or other member of the community against a staff member, administration, a school, or the Division will be dealt with in a just, timely manner that respects the dignity and rights of all parties involved.

1. Members of Board and administrative staff will make every reasonable effort to encourage and support resolution of any complaints at the local level by the parties most directly involved in the matter.
2. Responding to a complaint will be governed by the following principles and practices:
 - 2.1 Complainants have a right to have their complaint (i.e. expression of dissatisfaction or allegation) dealt with in an appropriate and timely manner.
 - 2.2 Where there is more than one concern being addressed or where the issue is complex, the complainant will be asked to set out the concerns in writing and the discussions shall focus on the contents of the written submission.
 - 2.3 Anonymous complaints shall not be acted upon unless there is relevant, compelling and credible information to indicate that there may be some substance to the complaint.
 - 2.4 A staff member will be informed, as soon as practical (usually within five working days), of the nature and the specifics of a complaint.
 - 2.5 Where the complainant has dealt directly with the staff member and is not satisfied with the response or the manner in which the matter was addressed, the complainant or the staff member may ask the supervisor to assist with the resolution process.
 - 2.6 If at any point in the process it becomes apparent that the complaint relates to a matter that may involve possible disciplinary action against an employee the matter shall be dealt with in accordance with the applicable provisions of policies, legislation and collective agreements.
3. Approaches to the resolution of conflict should:
 - 3.1 foster a climate of openness, tolerance and trust;
 - 3.2 encourage a resolution which is early, informal and as close to the source of conflict as possible;
 - 3.3 offer the services of a trained facilitator from an established division pool, i.e. third person assistance, if and when requested by the disputants; and

- 3.4 Provide a formal mechanism for the resolution of cases which have reached an impasse at the local level.
4. There is an obligation on all persons involved in conflict resolution to maintain confidentiality, subject to disputants and others being able to share enough information to attempt to resolve the conflict.
5. If the complaint cannot be resolved by a conflict resolution process then further efforts to address the complaint shall be consistent with applicable provisions of policies, legislation and collective agreements.
6. Board employees shall document the complaint and all processes followed and steps taken to address the complaint. Such records shall form part of the record of the employee and shall be retained for such period of time as required by board policy or applicable collective agreements.
7. As with any written record generated within the Division, the Local Authority Freedom of Information and Protection of Privacy Act governs the creation, retention, disclosure, alteration, and destruction of any written material.

Legal Reference: *The Education Act, 1995, Section 148*
Date Last Revised: June 18, 2019