

Procedures for Conflict Resolution

1. A concern should be addressed firstly to the person who is most closely associated with it. Consequently, if a parent or guardian has a concern with a teacher, the initial contact should be made with the teacher so that the problem can be aired and discussed.
2. If the parent or guardian is not satisfied with the results of the initial discussion, an in-school administrator should be contacted to resolve the difficulty.
3. If the parent or guardian is not satisfied with the results of these discussions, the Unit Superintendent should be contacted to resolve the concern.
4. If the parent or guardian remains dissatisfied with the resolution of the concern, that person should contact the Director of Education. The Director of Education or designate shall review the situation **as soon as is practical**. A person not involved in the dispute must conduct the review. He or she shall:
 - a) Consult with the school division staff who have been involved in the dispute.
 - b) Consult with the parent or guardian.
 - c) Investigate the circumstances surrounding the dispute.
5. The above procedures will be conducted in a timely fashion.

Following the review the Director of Education or designate will bring closure to the dispute by summarizing his or her findings and by communicating a final decision regarding the issue(s) to the involved parties.



**PARENTS, GUARDIANS AND SCHOOLS
WORKING TOGETHER:**

CONFLICT RESOLUTION PROTOCOL

MESSAGE FROM OUR BOARD OF EDUCATION

Catholic education is a partnership between the home, school and church. We recognize that positive respectful relations between parents or guardians and staff foster student growth and development.

Occasionally, conflict occurs between parents or guardians and staff. This can be stressful for all concerned. This protocol has been developed to help create the conditions for effective conflict resolution.

It is our hope that this protocol, coupled with a genuine willingness to resolve conflict constructively, will result in enhanced relationships that exemplify gospel values.

GUIDING PRINCIPLES

Our response to conflict resolution is founded within our fundamental beliefs as a Catholic School Division, which is outlined in our **Mission Statement**:

“Greater Saskatoon Catholic Schools Board of Education draws its inspiration and strength from the gospel of Jesus Christ. Parents, students, and staff work together to ensure that learning takes place in a safe, positive environment in which all behaviour reflects the religious dimension of Catholic Education”.

Our Board policy on educational commitment emphasizes that:

Catholic schools are communities of love, freedom and service which seek:

- To foster good human relationships; and
- To assist parents in their Christian responsibility as primary educators of their children.

Our administrative policy on personal harassment states:

It is expected that all personal interactions and relationships are characterized by mutual respect which acknowledges the dignity and affirms the worth of each person.

It is the responsibility of each individual in the school division to conduct themselves such that personal interactions and relationships are free of personal harassment.

Our Code of Conduct states that:

A Code of Conduct defines the values and vision of the school division in which all relationships are conducted in a respectful and dignified manner. Catholic Schools share with parents or guardians the responsibility to develop students' personal and social skills to achieve this vision; consequently,

- each person within a school has the right to feel emotionally and physically safe; and
- each person has the responsibility to contribute to a safe, positive learning environment.

PROTOCOL FOR RESOLVING CONFLICT

We in Greater Saskatoon Catholic School Division recognize there is nothing in life more important to parents or guardians than the well-being of their children. We strive to provide a safe respectful environment for our staff and students. We believe that the best outcomes for all students occur when parents, guardians and the school staff work together. Conflict is part of all human relationships. We do not view conflict as something negative. When handled appropriately, conflict can lead to growth, personal development and positive change.