

Tantalus School Council Dispute Resolution Procedures

Date Passed:

Principles

The Tantalus School Council supports resolving disputes in a collaborative manner that is respectful and is in the best interests of the students while preserving an open and effective relationship between families, students, staff, administrators and department representatives.

With this in mind and pursuant to section 113(1)(d) of the *Education Act* the following procedures have been established, in consultation with the Superintendent, Administrator and teachers, to resolve disputes, using an escalating model, between students, parents, teachers, the Administrator and the school.

Definitions

Dispute Resolution Committee consists of two or more school council members who will meet with the parties and report to the other members on a regular basis.

General Standards and Procedures

1. When a school council member is contacted regarding a concern involving a student or the school they will be asked if they have discussed the matter as follows:
 - a) if the matter is concerning a teacher, a student or a specific classroom then the parent **should discuss with the classroom teacher.**
 - b) if the matter is concerning the Administrator, students in more than one classroom, the school or a matter that has been discussed with a teacher but has not been resolved, **then the parent should discuss with the Administrator.**

2. School council members will advise the Administrator and all other school council members of any concerns brought to them.
3. The Administrator will include, as part of the Administrators Report provided at each regular school council meeting (held in-camera when dealing with confidential matters), any unresolved concerns and issues which could potentially involve school council.
4. If the parent has not yet discussed the matter with the appropriate teacher or Administrator:
 - a) **they will be encouraged to do so** and the member may contact the Administrator to arrange this if the parent wishes.
 - b) **the issue will be discussed with the Administrator.**
 - c) **the parent will be contacted by mail or phone in a timely manner** (within 2 weeks) by the school council chair or designate to ensure the issue has been resolved.
5. If the concern has been discussed with the teacher/Administrator **and the parent feels the matter has still not been resolved:**
 - a) a meeting will be arranged either at a regular school council meeting (in-camera when appropriate) or with a Dispute Resolution Committee.
 - b) the purpose of this meeting will be to clarify the concern and the expectations of the parent and what they see as a satisfactory resolution.
 - c) the matter will be discussed with the Administrator and/or Superintendent as appropriate.
 - d) collaborative efforts will be made with the Administrator (and Superintendent if necessary) in an effort to resolve or address the concern and reach a mutually satisfactory resolution.
6. All school council members will be kept informed of the issue and the progress by email or phone by either the School Council Chair or the Dispute Resolution Committee if one has been convened to deal with the concern.