

Administrative Procedure 152

DEALING WITH PARENT-SCHOOL CONFLICT MANAGEMENT

Background

The Division is committed to working cooperatively and responsibly with the parents of its students. Therefore, protocol and procedures are established to deal with parent-school conflict.

Procedures

1. The Division believes:
 - 1.1 That by initiating a process of conflict resolution, it will be better able to promote conflict resolution that is ethically sound, that responds to the needs of students, staff and parents, and that is in keeping with the core values and practices of the Catholic Church;
 - 1.2 That when it takes a proactive approach and open stance toward conflict resolution, it is better able to facilitate increased cooperation, communication and understanding among the members of its school community;
 - 1.3 That conflict resolution is most successfully achieved when mutually acceptable solutions are arrived at through procedures that are designed to find what is in the best interests of the students, as well as the individual school and the Division as a whole.
2. The following principles shall act as guidelines for the resolution of parent-school conflicts in the Division:
 - 2.1 The Division recognizes the freedom of all members of the school community (students, staff, parents and neighbours) to voice their concerns in an appropriate manner to the appropriate school personnel.
 - 2.2 The Principal has a responsibility to facilitate communication and to provide procedural direction to parents who initiate complaints or concerns in accordance with policy and procedures.
 - 2.3 All parties in a conflict situation must recognize and respect the protocol, and more specifically the principle of "first contact." This means that the person(s) who have the concern, have a responsibility to begin addressing the concern directly with those persons with whom they have the concern before taking their concern elsewhere.
 - 2.4 All parties in a conflict situation shall be treated with, and have the responsibility to treat each other with fairness, dignity, and respect, according to our core values.
 - 2.5 All parties will deal with their concerns in a manner that is consistent with the teachings of the Church.
 - 2.6 Attempts will be made to deal with concerns, that are brought to the attention of the Principal in an appropriate manner, in a timely fashion.

- 2.7 Conflict resolution protocols shall respect the provisions of the *Education Act*, *The Code of Professional Conduct of the Alberta Teachers' Association*, and Board policies and administrative procedures.
- 2.8 Alberta Education may be informed of parent complaints.
- 3. On the basis of the principle of “first contact” - parents must address concerns directly to teachers before raising these concerns with the school administration or Division staff, when their concerns are about their child’s teacher, program, and/or program support.
 - 3.1 Likewise, if a parent has a concern about the school administration, the parent is expected to deal with that concern with the school administration first, before raising these concerns with the Chief Superintendent.
 - 3.2 If, in the view of the complainant, the ruling of the Principal is unacceptable, the complainant may address his/her concern(s) to the Chief Superintendent in writing. The letter must outline the nature of the original complaint, the steps that have been taken, and in what way the decision of the Principal is unacceptable. Upon receipt of such a letter, the Chief Superintendent will direct the correspondence to the appropriate department for resolution.

Adopted: February 19, 2002

Reviewed/Revised: June 12, 2002, June 28, 2013, June 30, 2017, February 5, 2021

Reference: Education Act, Sections 31, 32, 40, 41, 42, 43, 52, 53, 196, 197, 222