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DISPUTE RESOLUTION PROTOCOL

1. The concern will initially be directed to the staff member or members responsible for the placement or programming decision in question. This will typically be the Classroom Teacher, Resource Teacher, or Principal. The parties will attempt to resolve the concern leading to the dispute through discussion.
2. Should the dispute not be settled to the mutual satisfaction of both parties at that level. Then it will be referred to the immediate supervisor of the staff member responsible in the initial decision. The parties will then again attempt to resolve the dispute through discussion. In most instances the aforementioned staff member will be involved in that discussion. Every reasonable attempt will be made to resolve differences at the school level.
3. Should the dispute not be resolved through that process, then it will be referred to the next immediate supervisory level. (See policy CCA, Pine Creek School Division lines of authority) At each step, parties will attempt to resolve the dispute through mutually respectful collaborative discussion.
4. If the dispute has been considered at the upper management level and has not been resolved to the satisfaction of the parties, then it will be referred to the School Board. Parents will be advised that they have 14 days from this point to make a formal appeal. Parents will be advised that have the right to be accompanied by a supporting person of their choice when presenting such appeal.
5. Referrals to the school board must be in writing, signed and dated. To be considered at a given school board meeting, a referral must be received by the Secretary-Treasurer not later than five working days prior to the Board Meeting.
6. Delegations: Should the party bringing the dispute forward wish to appear as a delegation to the board, such request must be received by the Secretary-Treasurer, in writing, signed and dated, not later than five working days prior to the Board Meeting.
7. The School Board will gather all information that it deems necessary to make a decision regarding the dispute. The School Board will make a final decision and advise all parties in writing. The School Division will advise the parent/student of their right to request a review of the board's decision by a review committee through MECY.