



2.10 Dispute Resolution Protocol

2. School Administration - Administrative Procedure Manual

Pine Creek School Division partners with families in the education of our children. Parental collaboration and involvement is essential to public education. At times, disputes will arise between families and the school or school system.

When a dispute arises between a parent or adult student, and the school or school division regarding student program or placement, the dispute resolution protocol shall be implemented.

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 and collaborative problem solving. A mediator may be involved. Most disputes will be resolved through this process.
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, collaborative problem solving and/or mediation. 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, those in dispute may document their concerns on the dispute resolution template. The documentation can then be emailed to the division office pcsddo@pinecreeksd.mb.ca. It will be referred to the next immediate supervisory level (see Pine Creek School Division Organization Chart for lines of authority).

At each step, parties will attempt to resolve the dispute through mutually respectful collaborative discussion and problem solving strategies.

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.

Families/students 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.

Referrals and Delegations 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 Superintendent no later than five working days prior to the Board Meeting.

The School Division 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 Manitoba Education.