

## Conflict Resolution Communication

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Our Parent-Student Handbook outlines the process to be used for dealing with conflict or concerns. This includes complaints toward the school or the IB programme.

### **STEP 1:**

Talk to the **Staff Member** (or if appropriate, the IB Coordinator) about the concern. If it is an issue that will require some time, please arrange an appointment so that the matter can be given proper attention. *If unresolved, proceed to Step 2.*

### **STEP 2:**

If the matter is not resolved by the Step 1 meeting, then the issue can be dealt with in a meeting with the **Supervisor** (if appropriate). *If unresolved, proceed to Step 3.*

### **STEP 3:**

Should further discussion be required, all parties involved at each level should meet together with the **Principal** to bring the matter to resolution. *If unresolved, proceed to Step 4.*

### **STEP 4:**

If unresolved, all parties involved at each level should meet together with the **Head of School** to bring the matter to resolution. *If unresolved, proceed to Step 5.*

### **STEP 5:**

If Steps 1-4 have not brought about a resolution, then an appeal can be made in writing to the **School Board**. This written appeal must be dated no later than two-weeks from the last meeting. See Appeal Policy. *If unresolved, proceed to Step 6.*

### **STEP 6:**

After the Appeal Committee's decision has been delivered, the student and parents may appeal to the **Society of Christian Schools of BC** for mediation.

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