

## Hay Lakes ECS Conflict Resolution Policy

**POLICY:** In the event a conflict or issue arises, parents or guardians shall adhere to the following process guidelines so that a productive resolution may be found.

### **GUIDELINES:**

Step 1. Contact the Teacher regarding the conflict. In most cases, the issue can be resolved through open dialogue between the parents and the teacher.

Step 2. After 3 unsuccessful attempts to resolve the conflict/issue between parent and teacher, the issue is to be brought forward to the program coordinator. The Coordinator may then arrange a meeting with parents/guardians, teacher and coordinator to discuss and hopefully resolve the issue.

Step 3. If the issue remains unresolved, if deemed necessary the executive will be contacted to provide further assistance.

Step 4. In the event steps 1 through 3 were not able to resolve the issue to all parties satisfaction, the Coordinator will then arrange for the appropriate outside resources to be accessed.

**Under no circumstance** should a parent or guardian contact Battle River School Division or Alberta Education directly for conflict resolution support. It is important to remember that Hay Lakes ECS is a private run program and therefore has no connection to Battle River School Division beyond leasing space from them. Our society guidelines, policies and procedures are set forth to be our primary resource in all safety and conflict resolution matters.