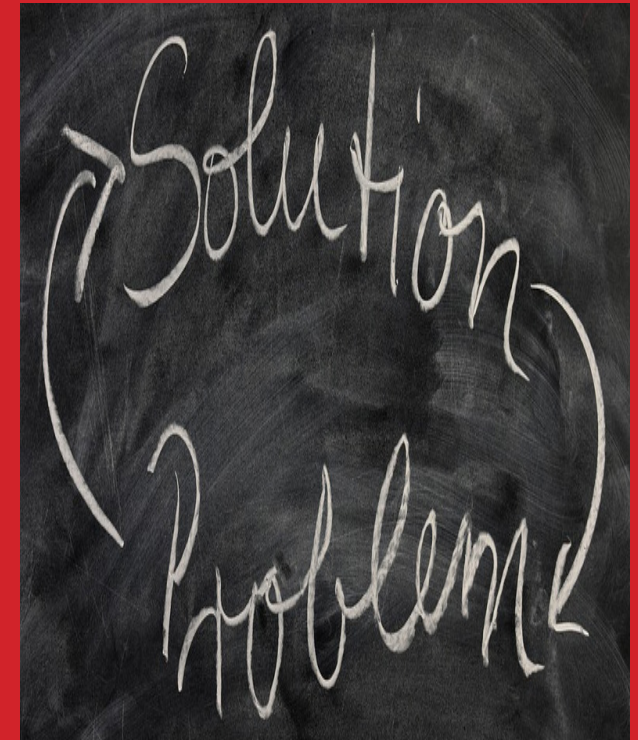


Lethbridge School District No. 51



PARENT GUIDE: CONFLICT RESOLUTION IN SCHOOLS

Questions and Answers for Parents:

Q3: Where do I go next?

A: If you and the individual involved cannot find a resolution, the parent should then report to the Administrator at the school where the issue presents. The principal or vice-principal will make every attempt to solve the problem at the school level and can help you access resources or supports that may be necessary.

Q4: What if my problem cannot be solved at the school level?

A: Parents can refer to policies that may be specific to the issue that is presenting. The policies may provide clarity on a solution. A parent can connect with a Director, or the Associate Superintendent of Instructional Services to assist in finding a solution. At times if a parent is not satisfied with the solutions generated from the work of Administrators, Directors and/or Associate Superintendents, they may file for an appeal— Appeals, Policy 505.9.

Q1: I have a concern, what should I do?

A: You should address the concern as soon as possible. Often, issues can build or get bigger if they are not addressed. If possible, try to remain calm when sharing your concerns and share the facts of an issue without getting too emotional. Request a meeting with the person directly involved with the issue in the school setting.

Q2: Where do I start if I have a concern?

A: Always start directly with the person involved in the issue. Very often the issue can be resolved without further escalation. It is important to be open and honest regarding the concerns you have, so the real issue can be addressed. Often, there are two sides to a conflict where a reasonable solution can be generated.

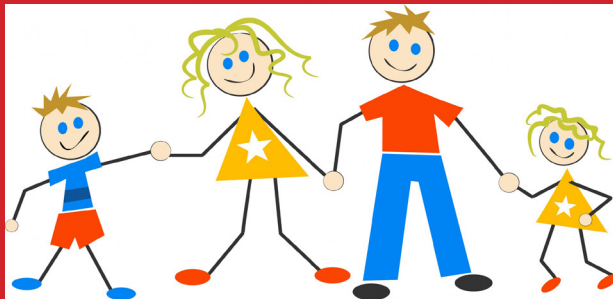
Background information:

Lethbridge School District No. 51 believes the partnership between parent(s)/guardian(s) and our schools is important for student learning.

Lethbridge School District No. 51 also believes solutions developed at the root of an issue have greater support and promise for success.

It is not uncommon for a parent to have questions and concerns about programming and supports for their children.

This pamphlet has been developed to assist parent(s)/guardian(s) with understanding the process for resolving issues within the education system.



TIPS:

1. When you advocate on behalf of your child, the way you express your concerns has an impact on the outcome. It is important to control your emotions and be respectful to those involved.
2. You can provide information that can assist staff in understanding an issue. It is important that you listen to the other side carefully if the issue involves another person.

www.lethsd.ab.ca
Education Centre:
403-380-5300

3. Be sure to consider the views of others. You may not agree but listening shows you are willing to hear the full picture.
4. Document your information or ask an advocate (or support) to attend a meeting if you feel you need support. It is easy to get confused or forget when emotional. Keep copies of what you send and receive.
5. Commit to a resolution. Problems tend to be solved more easily when both sides are wanting to find an agreeable outcome. Think of the impact your suggested plan will have. Also, be open to another plan that may be better!
6. Lastly, stay involved and look for positive ways to build relationships within the school setting that are manageable for you. Be aware connections are better in person than over the phone or in e-mails. Staff in schools have a finite amount of time daily to work with students and learning, and they may not always be able to respond immediately to lengthy emails.