

Wildflower Open Classroom

Concern & Conflict Resolution Process

The purpose of the Concern and Conflict Resolution Process is to address and resolve concerns and conflicts as they arise in an amicable and fair manner. It is important that concerns, questions and conflicts are addressed as they arise and in a timely fashion. Please, go to the source of your concern and make every effort to resolve the concern in a reasonable and peaceful manner. If a board member is contacted regarding a conflict or concern the board member will contact the school director and direct the individual to the Concern & Conflict Resolution Process.

If a concern or conflict arises, please:

- A. Go to the source. Work with the individuals directly involved. Classroom and instructional issues should be directed to the classroom teacher. Policy or whole school issues should be directed to the school director.
- B. If initial attempts to resolve an issue are not successful, please contact the school director or a mutually agreed teacher to assist in an informal resolution process.
- C. If informal resolution is not effective, please contact the school director and put concerns in writing. The school director will make every effort to resolve the concern or conflict in manner consistent with the issue. The document should contain the following:
 1. A description of the concern or conflict.
 2. Particulars concerning why the initial attempts at resolution were not successful.
 3. Ideas and suggestions relating to a reasonable solution to the concern.
- D. If previous steps do not satisfy or resolve the concern, contact the chair of the Board of Directors, so that the matter can be placed on the agenda for the next scheduled board meeting. The school director **must** be informed in advance of this action. The disputing party is required to submit to the board a written document containing information as listed in step (c), along with any other relevant information. School director shall submit to the Board of Directors and the complaining party a written report of their position and the justification for taking the action/inaction in the prior steps. Based on the written submissions of the parties and any argument presented at the meeting, the board shall make a decision on the complaint and communicate that decision to the complaining party and school director. The Board of Directors decision shall be final.

Concerns and questions directed toward instructional staff should be addressed outside of instructional hours.

Adopted 1/11/12