

# PARENT-SCHOOL CONFLICT MANAGEMENT

## Background

The Division is committed to working cooperatively and responsibly with the parents of its students. Therefore, protocol and procedures are established to deal with parent-school conflict.

## Procedures

1. The following principles shall act as guidelines for the resolution of parent-school conflicts in the Division:
  - 1.1 The Division recognizes the freedom of all members of the school community (students, staff, parents and neighbours) to voice their concerns in an appropriate manner to the appropriate school personnel.
  - 1.2 The Principal has a responsibility to facilitate communication and to provide procedural direction to parents who initiate complaints or concerns in accordance with policy and procedures.
  - 1.3 All parties in a conflict situation must recognize and respect the protocol, and more specifically the principle of “first contact”. This means that the person(s) who have the concern have a responsibility to begin addressing the concern directly with those persons with whom they have the concern before taking their concern elsewhere.
  - 1.4 All parties in a conflict situation shall be treated, and have the responsibility to treat each other, with fairness, dignity, and respect.
  - 1.5 Attempts will be made to deal with concerns that are brought to the attention of the Principal, in an appropriate manner, and in a timely fashion.
  - 1.6 Conflict resolution protocols shall respect the provisions of the *Education Act*, *The Code of Professional Conduct of the Alberta Teachers’ Association*, and Board policies and administrative procedures.
  - 1.7 Alberta Education may be informed of parent complaints.
2. On the basis of the principle of “first contact”, parents must address concerns directly to teachers before raising these concerns with the school administration when their concerns are about their child’s teacher, program, and/or program support.
  - 2.1 Likewise, if a parent has a concern about the school administration, the parent is expected to deal with that concern with the school administration first, before raising these concerns with the Division Office.
  - 2.2 If, in the view of the complainant, the ruling of the Principal is unacceptable, the complainant may address his/her concern(s) to the Superintendent in writing. The letter must outline the nature of the original complaint, the steps that have been taken, and in what way the decision of the Principal is unacceptable. Upon receipt of such a letter, the Superintendent will direct the correspondence to the appropriate department for resolution.

Reference: Section 32, 40, 41, 42, 44, 52, 53, 196, 197, 222 Education Act  
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