Conflict Resolution Policy

Revised September 25, 2024

INTRODUCTION

Conflicts between teachers, students, and parents may occasionally arise throughout the school year. The positive resolution of conflict promotes growth for all parties involved. These conflicts should be resolved with our school's most distinguished core values and courtesy in mind. The intent of Classical Preparatory School is the genuine desire to support and assist its parental community and strive to serve with fairness, kindness, and compassion to the greatest degree possible. How both sides handle conflict plays a major role in defining the culture of our school. Resolving conflicts with civility allows the Classical Preparatory School administration and parents to model behaviors that we seek to instill in our students. It is hoped that issues that cause conflict between students, teachers, and parents can be resolved at the earliest time and at the lowest level. The Conflict Resolution Policy provides the information and forms required to negotiate the conflict resolution process.

CONFLICT RESOLUTION

This policy is designed to assist parents, teachers, and students discuss problems and concerns early to avoid the negative consequences of poor communication. Ultimately, the child will benefit most from his or her education if these guidelines can be followed:

1. Attempt to focus on resolving the issue.
2. Remain calm.
3. Listen, without interrupting, to the other's point of view. Each party should be given a chance to speak their opinions.
4. Remember that compromise is essential; probably, no party will get 100% of what he or she believes best.
5. Keep your sense of humor!
6. Support the decision you agree to, particularly with the student, following the conference.

The procedures that implement this policy strive to accomplish the following goals:

1. Require that attempts for resolution be started at the lowest possible level before being escalated.
2. Define time frames for filing a complaint if related to a specific incident.
3. Define time frames for a response once a complaint is filed.
4. Provide a clear process for appealing a decision to the next level of review.
5. Require that the request for a review be in writing.
6. Provide general guidelines for the grounds upon which a person might base an appeal.

It is our intent that both parties come to an understanding that is consistent with the Classical Preparatory School's core values, creed, and policies and that the conflict is resolved with respect and fairness.

While parental behavior is outside of the control of Classical Preparatory School's Board, we ask our parent community to consider the following with regard to conflict resolution:

1. If you have an issue, please address it at the appropriate level – if you have a classroom issue, talk first with the teacher; if you have a school-wide issue, talk first with the Dean of Students or Dean of Academics, etc.

2. While we seek to support and assist individual families, please recognize that all decisions must affect other students and staff.

(a) Conflicts regarding classroom grades will only be heard by appeal at the School Administration Level. The School Principal is the final authority on grades assigned within his/her school. Further appeals will not be heard at any other levels.
(b) Conflicts regarding student discipline (including suspensions) may only be appealed if there is a clear violation of policy or illegal actions by the administration that have occurred. Conflicts regarding student discipline will only be heard by appeal to the Administration level. The member of the Administration is the final authority on student discipline. Further appeals will not be heard at the Board levels, except that an expulsion or a suspension in excess of ten (10) days will be subject to applicable laws regarding review.

3. Please be civil. We ask our staff and administration to treat you with respect and courtesy, so please return that same respect and courtesy. Let's show our kids how to handle conflict well if we disagree.

4. Please understand that privacy laws or other confidential requirements may expressly prohibit the administration from telling you about disciplinary measures against other students. We recognize that the limitation on full and open communication can be very frustrating for parents, teachers, and administrators.

5. Failure to meet timelines stated in this Conflict Resolution Policy will result in your appeal being denied unless an extension has been coordinated in advance. If an appeal has been denied for not adhering to the timelines in this policy, it may not be taken to a higher level.

We appreciate your willingness to follow the above guidelines when dealing with school conflict. In doing so, you are making an important contribution to our school's culture. Future Classical Preparatory School families will benefit from your willingness to resolve conflict in a respectful and productive manner.

PUBLIC CONCERNS AND CONFLICT PROCEDURES

Classical Preparatory School's Conflict Resolution Policy on the following pages is designed to clearly and concisely describe a process that allows you to seek resolution to unresolved issues. We sincerely hope to partner with you when resolving issues, but we recognize that sometimes you disagree with a classroom or administrative decision. We want to offer you a clearly defined and understandable appeals process. Please be aware that as you work through this conflict resolution process, if at any time you have a concern over the attitude, professionalism, ethics, or your treatment by a staff member at Classical Preparatory School, that concern then

becomes an unresolved conflict, and must be addressed as a completely separate incident – apart from any initial issue. To satisfactorily address each conflict and to avoid convoluting the issues, you must address them separately in writing, beginning with the appropriate complaint form (explained in the following procedures).

Classical Preparatory School staff, Administration, Principal, and Board will not entertain complaints about staff members that have not been formally addressed using the appropriate forms and appeals procedures. Classical Preparatory School will continue to be very sensitive to issues related to the treatment of students and/or their parents, and this resolution process is intended to provide you with a well-defined means of describing and bringing forth concerns. While the following procedures designate appropriate timelines and steps for raising concerns and receiving feedback if your concern involves eminent danger to a student, staff member, or other member of our community, or if there is an urgent need for immediate resolution to the matter, please make that issue known to a Classical Preparatory School staff member and request that a Classical Preparatory School Administrator immediately be notified to expedite this process. If such a request is not granted, you and our staff must adhere to the guidelines presented in these procedures. Failure to adhere to these requirements may result in denying all appeals.

Classroom Procedure for both Lower and Upper School

If you have a concern or conflict, you should set up a meeting with the classroom teacher with the goal of resolving the matter informally. Communication is essential to resolving concerns and conflicts. It is important that the classroom teacher understands your concern so they may fully address it and resolve it. Determining how the concern violates policy and identifying your suggested remedy is important. Classical Preparatory School desires your input with respect to concerns and conflicts. Our goal is to respond to your concern promptly; the classroom teacher will provide you with their decision within five (5) working days of being notified that there is a concern. This may occur over the phone, face-to-face, or via email.

Lower School Administrative Level Procedure (Grades K-5)

1. If discussions during the Classroom Level Procedure do not resolve the concern or complaint to both parties' mutual satisfaction, Classical Preparatory School requests that you:

(a) Submit a Lower School Administrative Level Conflict Resolution Request Form within five (5) working days of the classroom-level decision.

(b) Describe the concern in writing to include the justification and your suggested remedy for the concern.

1. The Lower School Academic Dean or Student Culture Advisor will review the concern/complaint.

2. You will be contacted within one (1) business day of receiving the appeal to confirm receipt of the appeal submission. Both parties will meet at a mutually agreed-upon time to ensure the school administrator understands the situation fully. The meeting may include the staff member who provided the decisions at the Classroom Level (unless the staff member opts not to attend). Within five (5) working days of the meeting, the Lower School Academic Dean, Student Culture Advisor, or classroom-level

teacher will communicate his/her written decision to you. This decision will include the findings, conclusions, and recommendations of the Lower School Academic Dean or Student Culture Advisor.

Click here to complete the online Lower School Administrative Level Conflict Resolution Request Form. Any decisions regarding student grades are considered final at this stage and not subject to appeal.

Further student grade and discipline appeals will not be heard at the Board Level.

Upper School Administrative Level Procedure (Grades 6-12)

1. If discussions during the Classroom Level Procedure do not resolve the concern or complaint to all parties' mutual satisfaction, Classical Preparatory School requests that you:

(a) Submit an Upper School Administrative Level Conflict Resolution Request Form within five (5) working days of the classroom-level decision.

(b) Describe the concern in writing to include the justification and your suggested remedy for the concern.

1. The Upper School Dean of Students or Academic Advisor will review the concern/complaint.

2. You will be contacted within one (1) business day of receiving the appeal to confirm receipt of the appeal submission. Both parties will meet at a mutually agreed-upon time to ensure the Upper School Administrator understands the situation fully. The meeting may include the staff member who provided the decisions at the Classroom Level (unless the staff member opts not to attend). Within five (5) working days of the meeting, the Upper School Administrator or the classroom-level teacher will communicate his/her written decision to you. This decision will include the findings, conclusions, and recommendations of the Upper School Administrator.

Click here to complete the online Upper School Administrative Level Conflict Resolution Request Form. Any decisions regarding student grades are considered final at this stage and not subject to appeal.

Further student grade and discipline appeals will not be heard at the Board Level.

Principal Level Procedure

If discussions during the Classroom, Lower, and Upper-Level School Administrative Level Procedure does not resolve the Principal Level processes are limited to suspensions greater than ten (10) days and expulsions. The concern or complaint to all parties' mutual satisfaction, Classical Preparatory School at the Principal Level requests that you:

1. Submit a written appeal using the Principal Conflict Resolution Request Form within five (5) working days of the Lower or Upper School Administrative decision.

(a) The written appeal should include the School Administrative Level decision.

(b) The appeal is limited to the topic(s) you have addressed in your previous

complaints at the Classroom and School Administrator Levels.

2. Describe the concern in writing, along with the justification and your suggested remedy for the concern.

(a) The Principal will review the concern/complaint.

(b) You will be contacted within one (1) business day of receiving the appeal to confirm receipt of the appeal submission. Both parties will meet at a mutually agreed-upon time to ensure the Principal understands the situation fully. The meeting may include but is not limited to the staff member who provided the decisions at the Classroom Level, the Lower or Upper School Administrator who provided the decision at the School Administrative Level (unless these staff members opt not to attend).

(c) Within five (5) working days of the meeting, a member of the Administration will communicate his/her written decision to you. This decision will include the findings, conclusions, and recommendations of the Principal.

Click here to complete the online Principal Level Conflict Resolution Request Form.

The final decision on grades and/or discipline will be made at the Principal level. Any decisions regarding student suspension and expulsion in excess of ten (10) days will be subject to applicable laws. Further student suspension and expulsion appeals will be heard at the Board level.

Board Level Procedure

If discussions during the Principal Level Procedure do not resolve the concern or complaint to both parties' mutual satisfaction, Classical Preparatory School requests that you:
Submit a written appeal to the Classical Preparatory School Board of Directors using the Board Level Conflict Resolution Request Form.

1. Describe the concern in writing along with the justification and your suggested remedy for the concern.

(a) The written appeal should include the Classroom, School Administrative, and Principal Level decisions.

(b) The appeal is limited to the topic(s) you have addressed in your previous complaints at the Classroom, School Administrator, and Principal Levels.

(c) If the appeal is received more than seven (7) working days before the next scheduled Board Meeting, the appeal will be added to the next scheduled meeting agenda, and the Board will vote on the appeal during that meeting.

(d) If the appeal is received less than seven (7) working days before the next scheduled Board Meeting, the appeal will be added to the following meeting agenda, and The Board will vote on the appeal during that Board Meeting.

(e) You are welcome to attend the Board Meeting in case the Board has questions regarding your appeal, but you are not required to attend.

(f) If you are in attendance, you will be made aware of the Board's decision, it will be noted in the official meeting minutes, and no further communication will be sent.

(g) If you are not in attendance, the Board will vote, the decision will be noted in the

official meeting minutes, and the School Administrator or a Board Member will contact you in writing within five (5) working days to provide you with their decision.

Click here to complete the online Board Level Conflict Resolution Request Form.