



CONFLICT RESOLUTION POLICY

PREPARED: April 13, 2023

APPROVED: July 13, 2023

AMENDED: n/a

RATIONALE

Conflict is often a part of any development or growth process and may arise in any community. An effective process for resolving conflict is consistent with the vision and mission of TIS to provide a “safe and welcoming environment”. TIS recognizes that effective conflict resolution is reliant upon communication in a controlled and caring manner.

This communication requires:

- communication that recognizes and acknowledges the mutual needs and interests of each individual/party
- taking responsibility for one’s feelings, needs and behaviour
- demonstration of honesty and integrity in all interactions

CONFLICT RESOLUTION PROCESS

Four levels of conflict resolution are outlined below: Informal, Mediation, Formal, and Appeal. If the dispute is not resolved after following the Informal procedures, the disputing party may request a Mediation resolution. If still no resolution, Formal action may be taken. The decision of the Formal resolution process may be appealed.

1. Informal

It is hoped that all conflicts can be resolved at this level.

1.1 Interpersonal relationships

1.1.1 Conflict between adults: the issue should be addressed directly by the individuals involved in a climate of respect and mutual trust. Individuals are encouraged to resolve their differences in a timely and equitable manner. Either party may choose to have a line manager join the meeting as an observer.



If a conflict between TIS staff members is not resolved at this level, the issue should be raised with the respective line manager before moving to Mediation. The line manager may choose to escalate this to upper administration/management.

1.1.2. Conflicts between students: issues should be addressed directly by the individuals involved in a climate of respect and mutual trust. Individuals are encouraged to resolve their differences in a timely and equitable manner. If no resolution is reached, the students' teachers or a school administrator should be informed of the issue(s).

1.1.3. Adult interventions in student conflicts originating at school: adults who are not TIS teachers or TIS supervisors of a child should avoid directly addressing students who may be in conflict. This includes directly addressing another student's parents in such instances. Any observed or reported conflicts between students arising at school should be reported to the students' teachers. Exceptions will be made if it is evident that there is immediate danger to an individual. Parents and caregivers are encouraged to speak to their own children about positive ways to resolve conflicts.

1.1.4. Conflicts between students and teachers: issues should be addressed directly by the individuals involved in a climate of respect and mutual trust. Individuals are encouraged to resolve their differences in a timely and fair manner. If no resolution is reached, the issue(s) should be raised to the respective school division administrator or the IB Coordinator for IB-related matters.

1.2 Pedagogical

1.2.1. Pedagogical issues or concerns pertaining to anything that occurs in the classroom, i.e. teaching, curriculum, classroom management, assessment, or teacher-student relationships, should be addressed by meeting with the classroom teacher.

1.2.2. If a resolution between the classroom teacher and complainant is not met, the issue should be raised to the respective school division administrator or the IB Coordinator for IB-related matters.

1.2.3. Appeals against IB program decisions should be directed to the IB Coordinator.

1.3 Operational

1.3.1. Concerns regarding daily operations and/or procedural issues should first be addressed by the respective school division administrator.



2. Mediation

If the Informal resolution process fails to reach an acceptable conclusion, either party in conflict or administration may request a meeting with the other party, in the mediation meeting, which includes an administrator (Vice Principal, Principal, or Chief Communications Officer). The administrator does not necessarily need to be a line manager of either of the parties involved.

2.1 Mediation meeting

The format of the mediated meeting will be:

- 2.1.1 The party requesting the mediation will provide written notice to the other party regarding their request for a mediation meeting along with a brief explanation regarding the conflict to be resolved.
- 2.1.2 If the mediation meeting is not agreed upon by both parties, the Formal resolution process may be followed.
- 2.1.3 If a mediation meeting is agreed upon, the party requesting mediation will contact an administrator to schedule and chair a mediation meeting within 10 working days.
- 2.1.4 Each party may choose to include their own mediator from school staff membership or both parties may agree on a common choice of mediator. An administrator may also be a mediator and the administrator chair may be a common choice of mediator.
- 2.1.5 If translation is required, a translator will be arranged by the administrator chair.
- 2.1.6 Only the parties in conflict, their mediators and the administrator chair will be present (exception made for a translator).
- 2.1.7 The administrator chair will coordinate the order of the meeting.
- 2.1.8 Each party will show courtesy and respect during the meeting.
- 2.1.9 Each party will be given an opportunity to explain their perspective.
- 2.1.10 The aim of the mediated meeting is to seek resolution.
- 2.1.11 The administrator chair will close the meeting upon resolution or upon agreement of a continuation to another day or if resolution is not reached, upon either party wishing to escalate the issue to the Formal level.
- 2.1.12 The administrator chair will document meeting minutes and share with both parties.

3. Formal

If the Mediation process fails to reach an acceptable conclusion, or if either party fails to adhere to the agreed upon resolution, either party may proceed with a Formal administrative resolution. Any previous mediation meeting minutes may be referenced by the Head of School in this process.



3.1. Written Complaint

The complaint should be addressed and forwarded to the Head of School. If the complaint is against the Head of School, the complaint should be addressed and forwarded to the School Board via the Chief Operations Officer.

The written complaint should provide, in detail, the basis for the complaint. A response from the Head of School or Chief Operations Officer will be issued within 7 days of receipt of the complaint.

The following information should be included:

- 3.1.1. Name of persons involved in the complaint.
- 3.1.2. Date of the act(s), which are the basis for the complaint(s).
- 3.1.3. Description of the action(s) or omission(s), which is/are the basis of the complaint(s).
- 3.1.4. Names of any other individuals who might have pertinent information.
- 3.1.5. Description of any attempts at informal resolution.
- 3.1.6. Desired resolution.
- 3.1.7. Date of complaint, name and signature of the complainant.

4. Appeal

4.1 If the resolution provided via the Head of School in response to a Formal complaint fails to reach an acceptable conclusion, the complainant may lodge a written appeal to the response. The appeal should be addressed to the School Board and forwarded to the Chief Operations Officer.

4.2 If the resolution for a complaint against the Head of School provided via the Chief Operations Officer fails to reach an acceptable conclusion, the complainant may lodge a written appeal to the School Board via the School Supervisor.

NON-RETALIATION

Notwithstanding the Teacher Code of Conduct Clause 14, individuals will not be retaliated against for filing a written complaint or otherwise availing him or herself of this policy.

POLICY REVIEW PROCEDURE

This document was created in collaboration with the Head of School, Chief Operations Officer, Secondary and Primary School Principals and Vice Principals, and the IB DP Coordinator.

Other policies to be read in conjunction with this policy include as follows:



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Public Concerns and Complaints Policy
TIS Staff Code of Conduct
Teacher Code of Professional Conduct

5. Confidentiality

Each party shall keep all discussions, negotiations, and resolutions related to this conflict strictly confidential. This includes, but is not limited to any documents exchanged between the parties, and all communications during the mediation process. The parties agree not to disclose any information related to this conflict to any unrelated or irrelevant third party without the prior written consent of the other party, except as required by law.