

SCHOOL DISPUTE RESOLUTION

Background

As required by Section 41 of the *Education Act*, Board Policy 26 outlines the procedures for resolving disputes or concerns between parents or guardians and school staff that will support a co-operative and collaborative learning environment for students.

Guidelines

1. Dispute or concern resolution

- 1.1. The parent or guardian should address the dispute or concern directly with the staff member involved, either in person or in writing. Anonymous complaints or concerns may be forwarded to the Principal and will only be investigated if there is independent corroborating evidence supporting the matter of concern.
- 1.2. If the parent's or guardian's dispute or concern is not resolved by directly addressing it with the staff member involved, the parent or guardian shall bring it forward to the Principal, or designate, for resolution.

2. Resolution techniques

- 2.1. The Principal may utilize a variety of techniques to resolve issues, such as:
 - 2.1.1. meeting with the parent or guardian and the staff member;
 - 2.1.2. mediation;
 - 2.1.3. restorative justice;
 - 2.1.4. involving Division staff or consultants who have relevant expertise to the dispute or concern;
 - 2.1.5. obtaining the advice, services or opinion of a medical practitioner or other professional; or
 - 2.1.6. involving child welfare, social services, police or other external agencies.

3. Dispute or concern appeal

- 3.1. If the parent or guardian feels the dispute or concern has not been adequately addressed, the Principal shall advise the parent or guardian of the Division appeal mechanism, as outlined in [Administrative Procedure 390: Appeals Concerning Student Matters](#).
- 3.2. If the matter remains unresolved, it may be appealed to the Board of Trustees, as per [Board Policy 13: Appeals and Hearings Regarding Student Matters](#).

References

Sections 40, 41, 42, 43, 52, 53, 196, 197, 222 *Education Act*
Board Policy 13: Appeals and Hearings Regarding Student Matters

Last reviewed:	Last updated:
Aug. 27, 2020	Aug. 27, 2020
June 2, 2021	
May 10, 2022	June 16, 2022
May 10, 2023	May 25, 2023