

# ROLLING RIVER SCHOOL DIVISION POLICY

## Student Services – Dispute Resolution

IGBC/P

When a dispute arises between a parent or adult student, and the school or school division regarding student program or placement, the dispute resolution protocol shall be implemented.

### **Dispute Resolution Protocol**

1. The concern will initially be directed to the staff member or members responsible for the placement or programming decision in question. This will typically be the classroom teacher, resource teacher or principal. The parties will attempt to resolve the concern leading to the dispute through discussions.
2. Should the dispute not be settled to the mutual satisfaction of both parties at that level, it will be referred to the principal. The parties will then again attempt to resolve the dispute through discussion. Every reasonable attempt will be made to resolve differences at the school level.
3. Should the dispute not be resolved through that process, it will be referred to the Superintendent. At each step, parties will attempt to resolve the dispute through mutually respectful collaborative discussion.
4. If the dispute has been considered by the Superintendent and has not been resolved to the satisfaction of the parties, parents will be advised that they have 14 days from this point to make a formal written appeal to the school board. Parents may be accompanied by a supporting person of their choice when presenting a formal appeal.
5. The appeal to the school board must be made in writing, signed and dated. To be considered at a given school board meeting, the appeal must be received by the Superintendent no later than five days prior to the board meeting.
6. Should the party bringing the dispute forward wish to appear as a delegation to the board, such requests must be received by the Superintendent in writing, signed, and dated, no later than five working days prior to the board meeting.
7. The school board will gather all information deemed necessary to make a decision regarding the dispute. The school board will make a final decision and advise all parties in writing. The school division will advise the parent/student of their right to request a review of the board's decision by a review committee through Manitoba Education.

**Reference:** Manitoba Education. (2006). Appropriate Educational Programming in Manitoba: A Formal Dispute Resolution Process.

**Cross Reference:** Policy KLD – Resolving Complaints

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