



Maplewood Canadian International School Disputes Resolution Policy and Procedure:

Background

Disputes can be resolved in a timely manner if properly approached. It is in the best interest of everyone, especially the student, to try to resolve disputes as quickly and fairly as possible. This policy establishes Maplewood Canadian International School's process for dispute resolution.

I. Procedures (Academic Matters)

1. The process for dispute resolution shall always begin with a meeting of the parties most directly involved and/or impacted by the dispute; specifically:

1.1. Dispute resolution regarding classroom matters, whether or not the matters impact the education of a student, shall begin with the student's teacher;

1.1.1. Matters shall be discussed directly with the teacher whose action or decision is being questioned; and

1.1.2. If the matter is unresolved, the resolution process may be elevated to school administration (Academic Principal or Assistant Principal);

2.1. Dispute resolution regarding more general school matters, affecting the school experience of a student, shall begin with school administration (Academic Principal or Assistant Principal);

2.1.1 Matters shall be discussed directly with the Academic Principal or Assistant Principal; and

2.1.2. If the Principal is not the final authority on the matter at hand, then the resolution of the dispute may be referred to the necessary Operational Manager.

3. Resolution processes shall not be escalated to a higher level unless both parties have met, in person, to attempt to resolve the issue and the issue remains unresolved after thorough, documented attempts to do so.

4. Ideally, the school teachers and administrators (Academic Principal and Assistant Principal) and Operations Managers are in the best capacity to resolve disputes or concerns; the Office of the Superintendent may review the process and, if necessary, ask the parties involved to continue to resolve the matter at the school level and/or provide direction.



5. The Office of the Superintendent may involve individuals to assist in dispute resolution at the school level.

II. Procedures (Non-Academic Matters such as: Bussing, Accounts, Uniforms, Registration)

1. The process for dispute resolution shall always begin with a meeting of the parties most directly involved and/or impacted by the dispute; specifically:

1.1. Dispute resolution regarding all non-academic matters shall begin with appropriate Operational Manager at the school.

1.1.1. If the matter is unresolved, the resolution process may be elevated to school the Superintendent.

1.1.2. Resolution processes shall not be escalated to a higher level unless both parties have met, in person, to attempt to resolve the issue and the issue remains unresolved after thorough, documented attempts to do so.

2. Ideally, the school Operations Managers are in the best capacity to resolve disputes or concerns; the Office of the Superintendent may review the process and, if necessary, ask the parties involved to continue to resolve the matter and/or provide direction.

3. The Office of the Superintendent may involve individuals to assist in dispute resolution at the school level.

Process for Appeal to the Board of Trustees:

Only after completely exhausting the steps detailed above may the parent escalate their grievance to the Chair of the Board of Trustees of the school.

Appeals escalated to the Chair of the Board of Trustees of the school must be communicated in writing from the parent to the Board of Trustees directly. The office of the Superintendent shall receive the written appeal and within 1 business day forward the appeal to the Office of the Chair of the Board of Trustees.



The Chair of the Board of Trustees shall provide written response to the parent informing the parent to return to the Office of the Superintendent to seek further resolution. The Board of Trustees may provide direction and/or render a decision.

Any decision of the Board of Trustees shall be considered final.

Following an appeal to the Board of Trustees, any parent who may not be satisfied with the decision rendered by the Board of Trustees may appeal the decision to ADEK or Alberta Education as appropriate and as provided for in appropriate policies and/or legislation.