

**Directive: Dispute Resolution between Schools, Parents
and Employees**

CSFY YTA YEU

Category: Administrative Management

PREAMBLE

The CSFY is required by the Yukon *Education Act* (Part 7, Division 3, Section 116(1)(h)) to establish a procedure for resolving disputes between its schools, parents and employees.

DIRECTIVE STATEMENT

The Executive Director hereby establishes a procedure for resolving disputes between its schools, parents and employees which shall provide guidance in order to make the dispute resolution process simple and efficient.

In addition to the productivity and cost benefits of resolving conflicts in a timely manner, this directive will increase the morale of employees, administrators and parents by providing a fair and consistent dispute resolution process which goes beyond the intervention of an immediate supervisor.

TERMS AND CONDITIONS

1. The CSFY promotes open communication and fosters a safe environment to deal with differences of opinion.
2. Employees cannot be sanctioned in any way for making legitimate complaints and expressing their concerns through the dispute resolution process.
3. The dispute resolution process shall provide for progressive intervention measures, with the Executive Director's involvement and formalities increasing according to the seriousness of the dispute and the inability of the parties to resolve the dispute on their own;
4. All employees who have a supervisory role shall receive training in dispute resolution.
5. The Executive Director can require that the school principal provide an annual report relating to the present directive.

6. Where applicable, the CSFY shall turn to the collective agreements of its unionized employees.

7. **Procedure:**

Dispute relating to a decision made by a staff member at the school.

7.1 Step One: When a dispute arises, parents shall try to contact the concerned party for an initial attempt to resolve the problem on their own.

The concerned party shall meet with the parent in question within three (3) school days and propose a corrective action liable to satisfy the complainant or, if this is not possible, provide relevant explanations within a reasonable period of time (according to the nature and complexity of the situation).

7.2 Step Two: If the dispute cannot be resolved, parents shall contact the school principal, if necessary, after having informed the teacher in question. The school principal is responsible for resolving the dispute by:

7.2.1 Acknowledging receipt of the complaint within three (3) school days;

7.2.2 Reviewing the information provided by both parties in order to have a full picture of the situation, the corrective actions taken and the solutions proposed;

7.2.3 Requesting additional information, if necessary, from the parties in order to better understand the problem;

7.2.4 Upholding the decision from the previous step or making a new decision;

7.2.5 Communicating the decision in writing to the concerned parties.

N.B. In the case where the dispute relates to the school principal, this step does not apply. Parents shall inform the school principal that the matter will be brought forward to the Executive Director.

7.3 Step Three: If the dispute cannot be resolved, parents shall contact the CSFY Executive Director, who shall try to resolve the problem. The Executive Director shall be informed of the dispute at the parent's request. The Executive Director is responsible for resolving the complaint by:

7.3.1 Acknowledging receipt of the complaint within three (3) school days;

7.3.2 Reviewing the information provided by both parties in order to have a full picture of the situation, the corrective actions taken and the solutions proposed;

- 7.3.3 Requesting additional information, if necessary, from the parties in order to better understand the problem;
 - 7.3.4 Upholding the decision from the previous step or making a new decision;
 - 7.3.5 Acting as a mediator or calling upon the services of a third party, if the situation requires;
 - 7.3.6 Communicating the decision in writing to the concerned parties.
- 7.4 Step Four: If the dispute cannot be resolved, parents shall contact the CSFY pursuant to their rights under the *Education Act*.
 - 7.5 All stages of the dispute resolution process (excluding the appeal to the CSFY) shall take place within a reasonable time frame.
 - 7.6 Everyone who takes part in the process shall keep all statements made during the meetings confidential.
 - 7.7 A summary of the results of the intervention as well as a report on the dispute shall be kept on file. Access to the file shall be reserved for the school principal and the Executive Director.