**Jurisdiction**

In accordance to section 113(1)(d) of the *Education Act*, the school council shall in consultation with the superintendent, school administration and teachers, establish a procedure for resolving disputes between schools, parents and teachers.

**Principles**

In all matters coming within the scope of this policy, all persons involved shall strive to maintain and apply the following principles:

* 1. Disagreements and disputes are natural aspects of human social relations, and the fact of a dispute between people should not be regarded as unhealthy. Disputes provide people with opportunities to communicate with one another and achieve greater mutual understanding. Persons who are parties to disputes shall work to resolve such matters in a timelymanner and in good faith.
  2. Each party to the dispute shall allow other parties full opportunity to express their concerns and respond to information and comments provided by other parties.
  3. Each party shall listen patiently and respectfully to the views of other parties and will try to understand those views. Try to be curious and open-minded; ask questions and seek clarification.
  4. All communications, written or oral, shall be given, received and shared with patience, courtesy and respect.
  5. The focus shall be on behavior and its effects, not on the persons involved.
  6. Parties to the dispute shall try to achieve consensus on each issue of dispute, wherever possible.
  7. School council members will advise the administrator and all other school council members of any concerns brought to them.

**School Council Oath**

School council members are required to sign an Oath of Confidentiality regarding their dealings with school council.  As such, any information that a school council member may come into possession of such as student or personnel records or personal information about students or employees, may not willingly be disclosed to any person except as permitted by law.  Please note that individual school council members are required to share information that has come into their possession with other school council members by virtue of their positions as members of the School Council. A school council member's Oath of Confidentiality endures past a school council members appointment to school council.

**Steps Towards Resolution**

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|  | When a school council member is contacted by a parent/guardian regarding a concern about his/her child’s education or an incident(s) that has happened at school, the school council member will encourage the parent/guardian to address the matter using the following steps:  **Step 1**  If the matter is concerning a teacher, a student or a specific classroom, the parent/guardian will be directed to discuss the matter with the appropriate classroom teacher.  Teachers may access Yukon Teacher’s Association representation at any point in the process should they desire.  **Step 2**  If the matter has been discussed with the classroom teacher but has not been resolved, then the parent/guardian will be directed to discuss the matter with an administrator(s). Discussions concerning discipline will start with the vice-principal and may proceed to the principal should the matter not be resolved.  Parents may request a school council member to contact the administrator on their behalf to set up a meeting between the administrator and the parent/guardian.  **Step 3**  After the matter has been discussed with the teacher and administrators and if the parent/guardian feels the matter has still not been resolved, the following steps are available:   * + - 1. The parent/guardian may raise the matter directly with the school council. A school council member may meet directly with the parent/guardian in order to fully understand his/her perspective on the matter***.*** The school council member may also discuss the matter with the school administrator to obtain further clarity on the matter and to resolve the matter to the satisfaction of the parties involved.       2. A meeting can be arranged either at a regular school council meeting (in-camera when appropriate – closed to public/not recorded in the minutes) or at a separate meeting with administrators, school council, and the parent/guardian to discuss the matter. The purpose of this meeting will be to clarify the matter and the expectations of the parent/guardian and what he/she sees as a satisfactory resolution. At this point, school council will inform the superintendent of the matter. The superintendent may choose to attend the meeting.       3. Parents/guardians can also be encouraged to directly contact the Department of Education superintendent assigned to EWES. The superintendent will, in consultation with school council, arrange for a meeting involving the administrator, the superintendent, school council and the parent/guardian, in order to resolve the matter.       4. When trying to resolve a school-based conflict, a successful resolution may include the involvement of an external organization (e.g. sports clubs, youth groups, music community) in a restorative process. Parents/guardians can request school administration or the superintendent to **offer to** work directly with the other organization **in an attempt to collaboratively** address the matter, **recognizing that the support and willingness of all entities involved is key to the success of any such attempt.**       5. In certain circumstances school administration and/or school council may offer parents/guardians additional services/resources to aid in the successful resolution of unresolved matters. These services can be arranged by school administration in consultation with all individuals involved.   **Step 4**  If the matter is not resolved in Step 3, any of the involved parties may notify, in writing, the Assistant Deputy Minister who shall make a decision on the matter, in accordance with the *Education Act*.  **Resolution Process for Other Types of Concerns**  Parents/Guardians may bring matters under the purview of school council directly to school council. Such matters include but are not limited to activities of school council, school policies approved by council, locally developed curriculum, and input into the school growth plan via council.  Parents/Guardians may bring matters under the purview of the superintendent directly to the superintendent. Such matters include but are not limited to the staffing allocation for the school, assignment of educational assistants, creation of an Individualized Education Plan for a specific child, and other school programming.  **Communication:**  The front office will continue to provide messages to students or directly connect parents and guardians to a student’s classroom, as requested. Students may contact parents using the classroom telephone if necessary.  **Policy Title: ÉWES Electronic Device Policy**  **Policy #: 2019-1**  **Adopted by Council on October 8th, 2019** |