



<i>The Classical Academy</i>	<i>Policies and Procedures</i>
Policy Name:	Conflict Resolution
Policy Number:	KE-TCA
Original Date:	1/25/2010
Last Reviewed:	10/16/2023
Category:	Board
Approval:	TCA Board of Directors

INTRODUCTION

TCA's desire is to foster healthy relationships with our parent community. This philosophy reflects one of the school's most distinctive core values. TCA has a genuine bias to support and assist its parental community and strives to serve with fairness, kindness, and compassion to the greatest degree possible. However, it is inevitable that conflicts will arise, and how both sides manage disagreements plays a major role in defining the culture of our school. Resolving conflicts with civility allows the TCA administration and parents to model behaviors that we seek to instill in our students. This Conflict Resolution Policy provides the information and forms required to negotiate the conflict resolution process.

CONFLICT RESOLUTION

This policy implements the following procedures and aims to accomplish the following goals:

1. Require that attempts for resolution be started at the lowest possible level before being escalated.
2. Define time frames for the filing of a complaint if related to a specific incident.
3. Define time frames for a response once a complaint is filed.
4. Provide a clear process for appealing a decision to the next level of review.
5. Require that the request for a review be in writing.
6. Provide general guidelines for the grounds upon which a person might base an appeal.

Our intent is that both parties will come to an understanding that is consistent with the TCA Core Values, Creed, and policies, and the conflict is resolved with respect and fairness.

While parental behavior is outside of the control of the TCA Board, we ask our parent community to consider the following with regard to conflict resolution:

1. If you have an issue, please address at the appropriate level – if you have a classroom issue talk first with the teacher, if you have school-wide issue talk first with the principal, etc.
2. While we seek to support and assist individual families, please recognize that all decisions must factor in the impact on other students and staff.
 - a. Conflicts regarding discrimination or harassment will be heard in accordance with policy AC-TCA: Policy of Nondiscrimination and Equal Opportunity. This policy can be found [here](#). If there is any question as to whether a discrimination appeal or a conflict resolution appeal should be filed, the discrimination appeal process outlined in AC-TCA supersedes this conflict resolution policy. If the appeal is directly related to a discrimination investigation, a discrimination appeal should be filed.

- b. Conflicts regarding classroom grades will only be heard by appeal at the School Administration Level. The principal is the final authority on grades assigned within his/her school. Further appeals will not be heard at the Cabinet, President, or Board levels.
 - c. Conflicts regarding student discipline (including suspensions) may only be appealed if there is a clear violation of policy or illegal actions by administration have occurred. Conflicts regarding student discipline will only be heard by appeal up to the Cabinet level. The Cabinet member is the final authority on student discipline. Further appeals will not be heard at the President or Board levels, except that an expulsion or a suspension in excess of ten (10) days will be subject to applicable laws regarding review.
 - d. Expulsion hearings will be conducted in accordance with ASD20 policies JKD/JKE, JKD-R/JKE-R, and state statutes.
3. Civility is a key aspect to finding common ground. Our staff and administration will give you respect and courtesy during all phases of the conflict resolution process. The expectation is that you reciprocate the respect and courtesy given to you.
 4. Please understand that privacy laws or other confidential requirements may expressly prohibit the administration from telling you about discipline measures taken against other students. We recognize that the limitation on full and open communication can be very frustrating for both parents and administrators.
 5. Failure to meet timelines stated in this Conflict Resolution Policy will result in your appeal being denied, unless an extension has been coordinated in advance. If an appeal has been denied for not adhering to the timelines in this policy, it may not be taken to a higher level.

We appreciate your willingness to follow the above guidelines when dealing with school conflict. In doing so, you are making an important contribution to our school's culture. Future TCA families will benefit from your willingness to resolve conflict in a respectful and productive manner.

PUBLIC CONCERNS AND CONFLICT PROCEDURES

The TCA Conflict Resolution Policy contained on the following pages is designed to clearly and concisely describe a process, which allows you to seek resolution to unresolved issues. We sincerely hope to partner with you when resolving issues, but recognize that there may be times in which you disagree with a classroom or administrative decision, and we want to afford you a clearly defined and understandable appeals process. Please be aware that as you work through this conflict resolution process, if at any time you have a concern over the professionalism of a TCA staff member, that concern then becomes an unresolved conflict, and must be addressed as a completely separate incident – apart from any initial issue. In order to satisfactorily address each conflict and to avoid convoluting the issues, you must address them separately in writing, beginning with the appropriate complaint form (explained in the following procedures). The TCA staff, Principals, President, and Board will not entertain complaints about staff members that have not been formally addressed using the appropriate forms and appeals procedures. TCA will continue to be very sensitive to issues related to the treatment of students and/or their parents, and this resolution process is intended to provide you with a well- defined means of describing and bringing forth concerns.

While the following procedures designate appropriate timelines and steps for raising concerns and receiving feedback, if your concern involves eminent danger to a student, staff member, or other member of our community, or if there is an urgent need for immediate resolution to the matter, please make that issue known to a TCA staff member and request that the TCA President

immediately be notified in order to expedite this process. If such a request is not granted, you and our staff must adhere to the guidelines presented in these procedures. Failure to adhere to these requirements may result in a denial of all appeals.

Classroom Level Procedure

If you have a concern or conflict, you should set up a meeting with the classroom teacher or appropriate individual with the goal of resolving the matter informally. Communication is essential to resolving concerns and conflicts. It is important that the classroom teacher or appropriate individual understands your concern so they may fully address and resolve it. Your communication is also important in determining how the concern violates policy, and in identifying your suggested remedy. TCA desires your input with respect to concerns and conflicts. Our goal is to respond to your concern in a timely manner; the classroom teacher or appropriate individual will provide you with their decision within five working days of being notified that there is a concern. This may occur over the phone, face-to-face, or via email.

School Administrative Level Procedure

If discussions during the Classroom Level Procedure do not resolve the concern or complaint to both parties' mutual satisfaction, TCA requests that you:

1. Submit a School Administrative Level Conflict Resolution Request Form within five working days of the classroom level decision.
2. Describe the concern in writing to include the justification and your suggested remedy for the concern.
 - a. The school administrator will review the concern/complaint.
 - b. You will be contacted within one business day of receiving the appeal to confirm receipt of appeal submission. Both parties will meet at a mutually agreed upon time, to ensure the school administrator understands the situation fully. The meeting may include the staff member who provided the decisions at the Classroom Level (unless the staff member opts to not attend). Within five working days of the meeting, the principal or Classroom Level appropriate supervisor will communicate to you his/her written decision. This decision will include the findings, conclusions, and recommendations of the school administrator.

Click [here](#) to complete the online School Administrative Level Conflict Resolution Request Form.

Any decisions regarding student grades are considered final at this stage and not subject to appeal. Further student grade appeals will not be heard at the Cabinet, President, or Board levels.

Cabinet Level Procedure

If discussions during the School Administrative Procedure do not resolve the concern or complaint to both parties' mutual satisfaction, TCA requests that you:

1. Submit a written appeal using the Cabinet Level Conflict Resolution Request Form within five working days of the School Administrative decision.
 - a. The written appeal should include the School Administrative Level decision.
 - b. The appeal is limited to the topic(s) you have addressed in your previous complaints at the Classroom, School Administrator, and Cabinet Levels.

2. Describe the concern in writing along with the justification and your suggested remedy for the concern.
 - a. The Cabinet member will review the concern/complaint.
 - b. You will be contacted within one business day of receiving the appeal to confirm receipt of appeal submission. Both parties will meet at a mutually agreed upon time, to ensure the Cabinet member understands the situation fully. The meeting may include the staff member who provided the decisions at the Classroom Level and the administrator who provided the decision at the School Administrative Level (unless these staff members opt to not attend).
 - c. Within five working days of the meeting, the Cabinet member will communicate to you his/her written decision. This decision will include the findings, conclusions, and recommendations of the Cabinet member.

Click [here](#) to complete the online Cabinet Level Conflict Resolution Request Form.

Any decisions regarding student discipline are considered final at this stage and not subject to appeal, except that an expulsion or a suspension in excess of ten days will be subject to applicable laws regarding review. Further student discipline appeals will not be heard at the President or Board levels.

President Procedure

If discussions during the Cabinet Level Procedure do not resolve the concern or complaint to both parties' mutual satisfaction, TCA requests that you:

1. Submit a written appeal using the President Level Conflict Resolution Request Form within five working days of the Cabinet Level decision.
 - a. The written appeal should include the Classroom, School Administrative, and Cabinet Level decisions.
 - b. The appeal is limited to the topic(s) you have addressed in your previous complaints at the Classroom, School Administrator, and Cabinet Levels.
2. Describe the concern in writing along with the justification and your suggested remedy for the concern.
 - a. The President will review the concern/complaint.
 - b. You will be contacted within one business day of receiving the appeal to confirm receipt of appeal submission. Both parties will meet at a mutually agreed upon time, to ensure the President understands the situation fully. The President will review the materials from the Classroom, School Administrative, and Cabinet Level appeals, as available.
 - c. Within five working days of the meeting, the President will communicate to you his/her written decision to uphold or overturn the decision made at the Cabinet Level.

Click [here](#) to complete the online President Level Conflict Resolution Request Form.

Board Level Procedure

If discussions during the President Level Procedure do not resolve the concern or complaint to both parties' mutual satisfaction, TCA requests that you:

1. Submit a written appeal to the TCA Board of Directors using the Board Level Conflict Resolution Request Form within five working days of receipt of the President level decision.
2. Describe the concern in writing along with the justification and your suggested remedy for the concern.
 - a. The written appeal should include the Classroom, School Administrative, Cabinet, and President Level decisions.
 - b. The appeal is limited to the topic(s) you have addressed in your previous complaints at the Classroom, School Administrator, Cabinet, and President Levels.
 - c. If the appeal is received more than seven working days before the next scheduled Board Meeting, the appeal will be added to the next scheduled meeting agenda, and the Board will vote on the appeal during that meeting.
 - d. If the appeal is received less than seven working days before the next scheduled Board Meeting, the appeal will be added to the following meeting agenda, and the Board will vote on the appeal during that Board Meeting.
 - e. You are welcome to attend the Board Meeting in case the Board has questions regarding your appeal, but you are not required to attend.
 - f. If you are in attendance, you will be made aware of the Board's decision, it will be noted in the official meeting minutes, and no further communication will be sent.
 - g. If you are not in attendance, the Board will vote, the decision will be noted in the official meeting minutes, and the Board Secretary will contact you in writing within five working days to provide you with their decision.

Click [here](#) to complete the online Board Level Conflict Resolution Request Form.

Policy Revision History

Date	Revision Details	Revised By
11/7/2012	Reformatted policy into new template. Combined all parts of policy into one organized version. Created web forms for all forms.	Laurie McIntyre
3/14/2016	Completed annual review. Created forms on website and added links within document. Removed old forms that didn't allow electronic submission. Changed Executive Director to President. Added appeal limitations to grade conflicts (School Administrator) and student discipline (Cabinet). Deleted flow chart and feedback form. Numbered steps within levels.	Board Governance Committee recommended and TCA Board approved
1/9/2017	Completed annual review. Added clarification for using conflict resolution or discrimination process.	Board Governance Committee recommended and approved by the TCA Board
1/14/2020	Completed annual review and replaced Item 3, page 2 with the following: Civility is a key aspect to finding common ground. Our staff and administration will give you respect and courtesy during all phases of the conflict resolution process. The expectation is that you reciprocate the respect and courtesy given to you.	Board Governance Committee recommended and approved by the TCA Board
2/15/2022	Completed annual review and rewrote the first sentence to say, "TCA's desire is to foster healthy relationships with our parent community." There were a few other minor word edits for creating clarity.	Board Governance Committee recommended and approved by the TCA Board
10/16/2023	Page 1, Word Smithing and Minor grammatical changes. Page 2, Public Concerns and Conflict Procedures, removed "or your treatment by a staff member at TCA and added "of a TCA staff"; Page 5, 1. Added "within five working days of receipt of the President level decision." To the end of sentence.	Board Governance Committee recommended and approved by the TCA Board.