

# Conflict Resolution Policy

## Cornerstone Learning Community

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Cornerstone Learning Community is a communicative place where all members speak and listen carefully and respectfully to each other. As such, teachers, students, administrators, and families are encouraged to share any concerns they have relative to any types of school activities.

### **I. Communication about Concerns**

Concerns or complaints should be addressed first to the person most able to respond (usually the teacher). Teachers, students and parents/guardians working together as problem-solvers will resolve most problems. Conversations with teachers may uncover topics that parents/guardians feel warrant further discussion. In general it is requested that families follow the communication chain described below:

- General matters having to do with the classroom: classroom teacher or special area teacher.
- General matters having to do with the content of curriculum, teaching methods or grades: classroom teacher, special area teachers and Director, if needed.
- Questions of concerns regarding a child's social or emotional development, including parenting challenges: classroom teacher and Director, if needed.
- Questions or concerns about coordination of tutoring or testing: Student Services Director if needed.
- Questions or concerns about school policies or procedures: Director.

Children do best in settings where they enjoy the support of both educators and parents. There will undoubtedly be moments when children, parents, teachers or administrators question one another's decisions. These moments can be productive for all when everyone involved approaches the problem solving cooperatively. Children should know that we all work together.

### **II. Grievance Committee**

The CLC Board of Directors Grievance Committee will review complaints that are not resolved through conversations with school staff and administration. Should a student or parent/guardian have a significant, legitimate grievance the aggrieved should submit a written summary of the problem to the Chair of the Grievance Committee.

The Grievance Committee Chair will investigate the problem. At a Committee meeting, the members will determine what action, if any, should be taken. Once the matter has been reviewed, the Chair will contact the aggrieved to advise how the matter is being handled and ask any follow-up questions. The Grievance Committee's decision stands; there is no appeal process within the school context.