**Title: 4150 CONFLICT RESOLUTION**

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|  | **4150 Conflict Resolution**  **Procedure to Resolve Grievances**   * Complaints about school personnel will be investigated fully and fairly. * Anonymous complaints will be disregarded. * Whenever a complaint is made directly to the Diocese of Altoona-Johnstown Education Office, it will be referred back to the school principal for study and possible solution. If a conflict of interest arises, the Diocesan Education Office will take over. * Whenever a complaint is made directly to the school principal, the principal will study/investigate for a possible solution. * An employee who is the object of a complaint will be informed promptly and afforded the opportunity to present the facts as he/she sees them.   The goal of this section is to establish a simple framework for addressing concerns, to provide for prompt resolution of concerns, to expect that all parties will participate in a cooperative manner to resolve concerns, and to assure that the system has a procedure to receive concerns in an orderly fashion to achieve the best possible education program for students.  **Step #1- Direct Conversation**  If a (parent, school employee) has a disagreement or misunderstanding with an administrator, teacher, coach, or school staff. The parties must address the concern to the specific school employee directly involved with the circumstances surrounding the concern. A meeting with the parties involved will be scheduled as soon as possible, but in no case longer than five calendar days after notification of the concern has been given (Subject to change by mutual agreement).  **Step #2 – Fact and Possible Resolution**  If a person is not satisfied with the outcome of Step #1 or the school employee is unwilling to meet independent of the administrator, a meeting with the school administration or designee or a Diocesan designee will be arranged at a mutually convenient time, but in no case more than five school calendar days after the meeting in Step #1. This step is to be informal and verbal. No further action will be taken beyond Step #2, unless the grievance is submitted in writing and a signed and dated statement of facts giving rise to this concern, the name of the accused school employee, and the remedy sought.  **Step # 3 – Formal Process**  If a concern is not satisfactorily resolved at either the first or second level, written notice should be sent to the school administration, school board (if applicable), and Diocesan Education Office. At that time another meeting will be arranged at the convenience of the parties directly concerned, but in no case later than ten calendar days (subject to change by mutual agreement). Each employee has the right to be at all meetings with or without a non-legal representative as he/she so determines. The school administrator will supply written dispositions to all parties within five calendar days. The disposition may also be placed in the school employee’s personnel file when deemed appropriate by school administration. The parties involved shall be informed if the letter is to be placed in the personnel file. Neither party may have a lawyer present. If one parent is a lawyer, then the school should have legal counsel present as well. |