

## DISPUTE RESOLUTION PROTOCOL

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When a dispute arises between a parent or adult student, and the school or school division regarding student program or placement, the Dispute Resolution Protocol, will be implemented. (See Policy H-8: Appropriate Education Programming Dispute Resolution).

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1. The concern will initially be directed to the staff member or members responsible for the placement or programming decision in question. This will typically be the classroom teacher, resource teacher, or principal. The parties will attempt to resolve the concern leading to the dispute through discussions.
2. Should the dispute not be settled to the mutual satisfaction of both parties at the level, then it will be referred to the immediate supervisor of the staff member responsible in the initial decision. The parties will then again attempt to resolve the dispute through discussion. Every reasonable attempt will be made to resolve differences at the school level.
3. Should the dispute not be resolved through process, then it will be referred to the next immediate supervisor level. At each step, parties will attempt to resolve the dispute through mutually respectful collaborative discussion.
4. If the dispute has been considered at the senior administration level and has not been resolved to the satisfaction of the parties, then it will be referred to the School Board. Parents will be advised that they have 14 days from this point to make a formal appeal. Parents will be advised that they have the right to be accompanied by a supporting person of their choice when presenting such appeal.
5. Referrals to the school board must be made in writing, signed and dated. To be considered at a given school board meeting, a referral must be received by the Secretary-Treasurer not later than five days prior to the board meeting.
6. Delegations: Should the party bringing the dispute forward wish to appear as a delegation to the board, such requests must be received by the Secretary-Treasurer in writing. The school division will advise the parent/student of their right to request a review of the board's decision by a review committee through Manitoba Education.