



Monument Academy

Board of Directors Governance and Policy

Policy Area : Governance	Policy # : 1518B
Title : Student/Family Conflict Resolution	Adopted : September 9, 2009 Revised : January 9, 2014 Revised: June 15, 2017

Issue Statement

Monument Academy is interested in achieving and fostering both employee and student/family satisfaction. The following procedures were developed to ensure that student/family grievances are addressed fairly by the appropriate persons in a timely manner. Monument Academy prohibits discrimination against its employees and against its student/families on the basis of disability, race, creed, color, gender, sexual orientation, national origin, religion or ancestry.

Policy Statement

Whenever there is some issue that is of concern to a parent or student, our school operationally addresses conflict with the use of the following conflict resolution process:

1. Initiate and have a conversation with the person involved.
2. After attempting to resolve the issue with that person, if further resolution work is needed, set an appointment with the appropriate Dean and proceed further. If further resolution work is needed, after meeting with the appropriate Dean, set an appointment with the Principal and proceed further. If the individual involved is the Dean set an appointment with the Principal and proceed further. If the individual involved is the Principal set an appointment with the Executive Director and proceed further. If the individual involved is the Executive Director, proceed to step 4.
3. Having moved through those steps, where further work is needed, contact HR who can then arrange a meeting with a mediation circle. The mediation circle is composed of both teacher representatives, one parent and the Executive Director. The Director of Human Resources, at their discretion, will select members of the mediation circle with a focus on avoiding any actual or appearance of conflict of interest.
4. Finally, if the matter warrants board attention, the matter can be submitted in writing to the Monument Academy Board of Directors for consideration, only after above steps have been completed. Accusations or complaints about specific personnel will not be discussed in open meetings. Subject to the board's review, an executive session may be convened to work on a conflict resolution.

Related Documents

Monument Academy Bylaws

Points of Contact

The following positions shall serve as points of contact for the enforcement of this policy:
President of the Board of Directors and the Executive Director.