Procedural Fairness, Disputes and Appeals

Purpose:

To outline Greater Heights Learning Academy's appeals policy regarding disputes, appeals and procedural fairness when dealing with conflict.

Scope:

All administrators, Teachers, Therapists, Special Education Assistants, Support Staff Students, and Parents/Guardians.

Policy:

Basic Elements of procedural fairness.

Everyone needs to be treated with respect and dignity and to know what is expected of them. The Board and School have a code of conduct policy with behavioral rules and expectations that are clear and well communicated. The teachers' contracts and the Employment Standards Act also provide a basis for resolution.

Handling Concerns

When disputes or issues arise beyond those occurring in the daily course of schooling, persons associated with GHLA will endeavor to follow a process of procedural fairness to ensure resolution and unbiased hearing. Most concerns or issues that arise within the school are resolved through on site mediation between the parties involved. Everyone is entitled to an unbiased hearing of their concerns.

It is the intent that concerns can be resolved by open respectful discussion between the two parties involved. When a second level or mediation is necessary the concerned party will likely go for resolution to the person on staff where the most trust has been established. Trust is an important factor in resolving conflict. All discussions are held in strict confidence in the pursuit of a solution.

The Counselor may be included to assist in the mediation process at any level prior to reaching the principal.

When a situation escalates the following procedures are put in place.

Procedure:

Concerns raised by a student or parent/guardian

If there is an issue between two students the concern should be brought to the teacher or other professional responsible for the students relevant to the situation. If the issue is not resolved it should be taken to the vice-principal and if a solution has still not been reached it would be taken to the principal.

Concerns raised by a teacher

In the case of concerns between teacher/staff, the first step of resolution should be between the two parties involved. If resolution cannot be found, the concerned person(s) would take their issues to the vice principal then principal.
If the concerns involve administration, the first level of discussion should be with the administrator concerned. Where the concern includes the vice principal the concern would go directly to the principal.

Concerns raised by a Special Assistant

Special Assistant and student issues should first be discussed with the student's academic teacher. If resolution cannot be achieved, the concern should be taken to the vice principal and then the principal.
Resolution of concerns with other staff members should be taken to the vice principal or principal.

Concerns raised by a Therapist

In most cases the concerns regarding students under the therapist's care go to the vice principal for mediation. If the concerns are with other staff members they should first seek resolution between the two parties. If a solution cannot be reached the concerns should be taken to the vice principal. Then, if not resolved they should meet with the principal.

Concerns raised by Support Staff

Resolution of concerns should go to the vice- principal. If unresolved the concerns should then be taken to the principal.

Concerns raised by Administration

Administration concerns should be brought first to the person with whom the concern arises. This could be the vice principal or the principal. A second administrator could be included at the second step to help mediate the situation. If the situation cannot be resolved the concerned staff member may approach the person appointed by the board to hear the dispute. If resolution cannot be reached the board member will ask the concerned party to make a formal complaint to the Board. The Board member involved in the earlier level of discussion will recuse themselves when the concerned party presents their report to the Board.

Unresolved Situations:

Where the above procedures have not provided the intended resolution, the concerned party may request a meeting with the Board via the Board Secretary. At the time of the

meeting the complainant will be asked to read a written report expressing their concerns. The Board will follow up with questions and clarification comments. If at all possible, the Board will respond to the concerned party within 7 school days.

Should this issue still not be resolved the Board may suggest that an outside arbitrator/ombudsman be assigned to hear the concerns and assist in resolving the issue. The Board will make the final decision.