



# DISCOVERY CHARTER SCHOOL

## Conflict Resolution Policy

At Discovery Charter School, we work with parents as partners to provide a quality educational environment. We feel strongly that the individuals who are best equipped to address problems are the individuals most closely linked to the situation. In the event that a conflict arises between Discovery families and Discovery Charter School staff, administration or Board, the following protocol shall be followed:

### Level I: Staff Review

#### Nature of Concern

- Disagreement at the classroom level (i.e. homework assignments, missing assignments, classroom level discipline actions, grades, etc.).

#### Review Procedure

- Parent/Guardian shall contact the teacher to discuss concerns and attempt to resolve the issue.

### Level II: Administrative Review

#### Nature of Concern

- Unresolved Level I Disagreement.
- Allegations of unlawful or imprudent acts of a school employee or volunteer.
- Any concerns about school procedure, execution of policy or implementation of the mission that applies to specific students.

#### Review Procedure

- Parent/Guardian shall submit a request for review in writing (email preferred) to the Director. A meeting will be held in person or via phone within 3 business days to discuss the issue.

### Level III Board of Directors Review

#### Nature of Concern



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- Unresolved Level II Disagreement.
- Issues with school policy as written in the student handbook. Concerns about school procedure or execution of policy that applies to the entire student population.

### **Review Procedure**

- Parent/Guardian shall submit in writing a request to address the Board of Directors at the monthly board meeting. An executive session board meeting will be held if the issue warrants it.

### **Nature of Concern**

- Allegations of unlawful or imprudent acts by the administration.
- Allegations of unlawful or imprudent acts by a Board member.

### **Review Procedure**

- Concerns should be placed in writing to the Board of Directors and an executive session board meeting will be held within 3 business days to discuss the issue.