

Guideline: Resolution of disputes regarding parents and employees

Category: Administrative management

PREAMBLE

The CSFY is required by the Yukon *Education Act* (Part 7, Section 3, Clause 116 [1], [h]) to establish procedures for resolving disputes regarding parents and employees.

POLICY STATEMENT

The Executive Director shall establish procedures for resolving disputes regarding parents and employees. The Executive Director shall establish guidelines to ensure that the procedures are simple and effective.

In addition to the productivity and cost benefits of timely conflict resolution, the policy will boost the morale of employees, administrators and parents by providing them with a fair and consistent dispute resolution process that is not limited to the intervention of an immediate supervisor.

TERMS AND CONDITIONS

1. The CSFY promotes open communication and fosters a safe environment for addressing differences of opinion.
2. Employees are protected from reprisals for raising legitimate complaints and expressing concerns through the dispute resolution process.
3. Dispute resolution procedures shall provide for progressive interventions, increasing the involvement of senior management and formalities based on the seriousness of the dispute and the inability of the parties to resolve it among themselves.
4. All employees in supervisory roles must undergo training in dispute management.

5. The Executive Director may require an annual report on this directive from administrators.
6. Where applicable, the CSFY will refer to the collective agreements of unionised employees.

7. Procedure for parents:

- 7.1 First step: When a dispute arises, the parent attempts to resolve the issue with the person concerned on their own.

The person concerned must meet with the parent in question within five working days and propose corrective action likely to satisfy the complainant or, if this is not possible, provide relevant explanations within a reasonable time frame (depending on the nature and complexity of the situation).

- 7.2 Second step: If the dispute persists, the parent contacts the principal or the director of the establishment, if necessary after informing the employee concerned. The principal or director responsible for handling the dispute:

- 7.2.1 Must acknowledge receipt within three working days.

- 7.2.2 Must review the information provided by both parties in order to obtain a complete picture of the situation, the corrective actions taken, or the solutions proposed.

- 7.2.3 May request additional information from the parties in order to better understand the issue.

- 7.2.4 Upholds the decision made in the previous step or makes a new decision.

- 7.2.5 Shall communicate the decision to the parties in writing.

Note: If the dispute concerns the principal or director, this step does not apply. The parent informs the administration that discussions will be held with the Executive Director of the CSFY.

- 7.3 Third step: If the dispute persists, the parent contacts the Executive Director of the CSFY, who in turn attempts to resolve the dispute. The Executive Director responsible for handling the complaint:

- 7.3.1 Must acknowledge receipt within three business days.

- 7.3.2 Must review the information provided by both parties in order to obtain a complete picture of the situation, the corrective actions taken or the solutions proposed.
- 7.3.3 May request additional information from the parties in order to better understand the issue.
- 7.3.4 Upholds the decision made in the previous step or makes a new decision.
- 7.3.5 May act as a mediator if the situation requires it or call upon the services of a third party.
- 7.3.6 Shall communicate the decision to the parties in writing.
- 7.4 Step 4: If the dispute persists, the parent may refer the matter to the Trustees in Council of the CSFY under the right conferred upon them *by the Education Act. The Trustees in Council:*
 - 7.4.1 Must review the information provided by both parties in order to obtain a complete picture of the situation, the corrective actions taken, or the solutions proposed.
 - 7.4.2 May request additional information from the parties in order to better understand the issue.
 - 7.4.3 Maintain the decision made in the previous step or make a new decision.
 - 7.4.4 May call upon the services of a third party.
 - 7.4.5 Shall communicate their decision to the parties in writing.
- 7.5 All stages of the dispute resolution process (excluding recourse to the CSFY) must be completed within a reasonable time frame.
- 7.6 All persons involved in the process shall keep confidential all statements made during the meetings.
- 7.7 A summary of the results of the intervention and a report on the dispute shall be recorded in a file. Access to the file shall be restricted to the management of the institution and senior management.

8. Procedure for employees:

- 8.1 First step: When a dispute arises, the employee shall attempt to resolve the issue with the person concerned on their own.
- 8.2 Step 2: If the dispute persists, the employee contacts their supervisor after

informing the person in question. The supervisor responsible for handling the dispute:

- 8.2.1 Must acknowledge receipt within three working days.
- 8.2.2 Must review the information provided by both parties in order to obtain a complete picture of the situation, the corrective actions taken, or the proposed solutions.
- 8.2.3 May request additional information from the parties in order to better understand the issue.
- 8.2.4 Upholds the decision made in the previous step or makes a new decision.
- 8.2.5 Shall communicate the decision to the parties in writing.

Note: If the dispute involves the school's management or supervisor, this step does not apply.

8.3 Third step: If the dispute persists, the employee contacts the CSFY's Executive Director, who in turn attempts to resolve the dispute. The senior management responsible for handling the complaint:

- 8.3.1 Must acknowledge receipt within three working days.
- 8.3.2 Must review the information provided by both parties in order to obtain a complete picture of the situation, the corrective actions taken, or the solutions proposed.
- 8.3.3 May request additional information from the parties in order to better understand the issue.
- 8.3.4 Upholds the decision made in the previous step or makes a new decision.
- 8.3.5 May act as a mediator if the situation requires it or call upon the services of a third party.
- 8.3.6 Shall communicate their decision to the parties in writing.

8.4 Fourth step: If the dispute persists, the employee refers the matter to the CSFY Board of Trustees. The Board of Trustees:

- 8.4.1 Must review the information provided by both parties in order to obtain a complete picture of the situation, the corrective actions taken, or the proposed solutions.
- 8.4.2 May request additional information from the parties in order to better

understand the issue.

- 8.4.3 Maintain the decision made in the previous step or make a new decision.
- 8.4.4 May call upon the services of a third party.
- 8.4.5 Shall communicate their decision to the parties in writing.
- 8.5 All stages of the dispute resolution process (excluding recourse to the CSFY) must be completed within a reasonable time frame.
- 8.6 All persons involved in the process shall keep confidential all comments made during the meetings.
- 8.7 A summary of the results of the intervention and a report on the dispute are recorded in a file. Access to the file is restricted to the supervisor, the human resources manager and senior management.