



Regina Roman Catholic Separate School Division # 81

School, Community, and Home Relations 1111 Resolving Parent-Staff Conflict	Administrative Application	
	Effective:	January 27, 2015
	References:	The Education Act, 1995, Sec. 140 ER General Executive Constraint ER-1 Treatment of Students and Parents/Guardians ER-2 Treatment of Staff and Volunteers
	Status:	Operational

Application

The goal of the process outlined below is to restore and enhance parent-teacher communication impacted by conflict.

1. The staff member should inform the principal about the incident and formulate a plan of action. The incident should not be ignored and records of all such events should be kept.
2. In the case of a teacher, that teacher should invite the parent to meet to discuss the issues or the precipitating incident and the reaction of the parent.
3. The severity of the precipitating incident may be such that it will be necessary that the school administrator be present at the initial meeting. The teacher should keep the principal informed of the situation.
4. Subsequent to the scheduled parent-teacher meeting and when it has been determined that no resolution is possible between the parent and the teacher, or a subsequent second incident of inappropriate behaviour occurs on the part of the parent, the teacher should inform the principal as soon as possible.
5. The principal will then invite the parent to meet with the teacher and the principal in a further attempt to resolve the issue and restore quality parent-teacher communication. Appropriate mediation and/or conflict resolution strategies may be used. The principal may call the parent to schedule the meeting followed by a letter confirming the meeting time and the agenda.
6. Upon resolution, the principal should confirm in writing the resolution of the issues and plans of action. A regularly scheduled review of the agreement may be set in order to assure follow-up and to enhance positive communication.
7. Should the parent exhibit any verbally abusive or threatening actions, the principal may inform the parent by letter that future communication with the staff member is through the school administration. The principal's letter would invite the parent to further dialogue with the school administration and teacher at a pre-scheduled time. The principal should inform the designated senior administrator of the details of the situation.
8. Should the parent contact the designated senior administrator, he/she will attempt to direct the parent to a school-based solution. If necessary, and in accordance with Administrative Application 11110 – Parent and Catholic School Community Council Complaints, the designated senior administrator will facilitate communication between the principal, teacher, and parent.
9. At no time should the Catholic School Community Council be directly involved with parent-staff conflicts or resolution processes arising from that conflict.