



Negotiating Concerns Procedure

In the life of our community, issues, concerns and complaints will arise from time to time. If a problem arises, parent/staff/student/member of chrysalis community will be encouraged to follow the procedure set out below. All concerns raised will be dealt with in confidence.

- Level 1.** The person raises their concern with the person most directly involved. The staff member documents, in their records, the issue(s) raised, as well as any subsequent action. (If this relates to a child the parents will be informed.)
- Level 2.** If unresolved at Level 1, the concern is to be directed to the Principal. The issues, as well as any action plans will be documented by the Principal. A copy of any action plan will be given to the persons concerned.
- Level 3.** In some instances, a mediation process may be entered into. Initially the Principal facilitates dialogue between both parties. If required at this stage an independent person, with mediation skills and experience, may be engaged to facilitate this process and is to be agreed on by both parties.
- Level 4.** A) If unresolved at Level 3, the person is to present their concern to the School Board. This needs to be done in writing at least 5 days prior to the School Board meeting at which the issue will be raised. If the issue cannot be resolved by the School Board, then progression to level 5 begins.
 B) (i) If the concern relates to only one member of staff, the staff member may approach the Executive (Chair, Vice, Treasurer & Secretary) as the Executive deals with matters of confidentiality.
 (ii) If the concern relates to all staff, the staff representative will take the issue to the School Board.
- Level 5.** If resolution is not reached by discussion with the School Board/Executive level, then the opportunity for external arbitration can be offered.

