



## KID'S COMMUNITY COLLEGE® CHARTER SCHOOLS

*"Dedicated to the well-being and educational success of EVERY child."*

FEATURING VPK - 12TH Grades · ATHLETICS · ENRICHMENT CLUBS · BEFORE/AFTER SCHOOL AND SUMMER PROGRAMS

### CONFLICT RESOLUTION POLICY

The ultimate purpose of this internal procedure is to encourage the healthy growth and development of Kid's Community College® (KCC). Conflict is often a part of any development or growth process and may arise in any community. An effective process for resolving conflict is therefore both consistent with the vision and mission of KCC and an essential component of the communication model that our school has adopted.

KCC recognizes that effective communication is paramount in effective conflict resolution and therefore strongly encourages communication strategies that include:

- Taking personal responsibility for one's own feelings and needs;
- Communication that mutually acknowledges the needs and concerns of one another;
- Demonstrating honesty and integrity in every interaction.

#### Policies and Procedures

These policies and procedures should be reviewed in the event of conflict and prior to engaging in higher levels of dispute resolution.

#### A. INFORMAL ATTEMPTS AT RESOLUTION

It is the hope of the Governing Board that most disputes can be resolved informally by direct and healthy communication between individuals. Such attempts at informal resolution should be documented in writing to assist the Campus Directors and/or Board members to participate effectively in the conflict's resolution.

The overall purpose of this procedure is to perpetuate a climate of personal responsibility, collegiality, mutual trust and respect, and to empower individuals to resolve their differences in a timely, efficient and equitable manner.

If the dispute is not resolved after following the informal procedures described below, the disputing party may proceed to the next step in the policy and request a Formal Administrative Resolution.

#### 1. Interpersonal Communication and Relationships

Interpersonal conflicts that arise between individuals should be communicated directly to the person(s) involved.



## **KID'S COMMUNITY COLLEGE® CHARTER SCHOOLS**

*"Dedicated to the well-being and educational success of EVERY child."*

FEATURING VPK - 8TH Grades · ATHLETICS · ENRICHMENT CLUBS · BEFORE/AFTER SCHOOL AND SUMMER PROGRAMS

### **2. Pedagogy**

Pedagogical issues pertaining to anything that occurs in the classroom, i.e. teaching, curriculum, classroom management, or professor-student relationships, should be addressed by contacting the classroom professor.

### **3. Daily Operations**

The School Campus Directors are the primary Administrators of the School and are responsible for implementing Board policy through establishing school procedures and daily operations. Concerns regarding daily operations and/or procedural issues should be addressed directly to the Campus Director or a designee.

### **B. ADMINISTRATIVE REVIEW**

The Administrative Review process consists of a meeting between the parties involved with the Campus Director in attendance. The Board president or a designee shall be in attendance for any complaint regarding the Campus Directors or other administrative personnel. At the Campus Director's (or Board Chairman, in the event of a complaint regarding the Campus Director) discretion, this meeting may be delayed until the Campus Director or their designee conduct a fact-finding investigation.

An attempt at Administrative Review is required prior to requesting the next level of resolution - Formal Resolution.

The Campus Director (or Board president as applicable) may at any time make a determination, with the advice of legal counsel as necessary, that the facts related to the complaint or dispute legally require a different procedure than outlined herein. At all times, legal requirements shall prevail over this procedure.

### **C. FORMAL ADMINISTRATIVE RESOLUTION**

#### **1. Written Complaint**

Formal Administrative Resolution is initiated with the submission of a written complaint addressed to the Campus Director or to the Board Chairman if the complaint involves the Directors.

The written complaint should set forth in detail the basis for the complaint. The following information should be included:

1. Name of persons involved in the complaint.
2. Date of the act(s), which is the basis for the complaint.
3. Description of the action(s) or omissions, which are the basis of the complaint.

*Individual Development and Education Plans • Higher Educational Standards • Personalized Instruction and Assessments*

(888) 543-7221 • (866) 511-7193 Fax

[WWW.MYKIDSCC.ORG](http://WWW.MYKIDSCC.ORG)



## KID'S COMMUNITY COLLEGE® CHARTER SCHOOLS

*"Dedicated to the well-being and educational success of EVERY child."*

FEATURING VPK - 8TH Grades · ATHLETICS · ENRICHMENT CLUBS · BEFORE/AFTER SCHOOL AND SUMMER PROGRAMS

4. Names of any other individuals who might have pertinent information.
5. Description of any attempts at informal resolution.
6. Desired resolution.

The written complaint must be dated and signed.

### **2. Investigation**

An objective and timely investigation of all complaints, which cannot be resolved informally, will be undertaken by the Campus Director or designee (or Board Chair or designee as applicable). This includes meeting separately with all the persons who are named in the complaint or who may have knowledge of the facts set forth in the complaint.

All persons involved are required to treat the internal complaints and any related investigations as confidential, recognizing, however, that in the course of investigating and resolving internal complaints some dissemination of information to others may be necessary or appropriate. At all times, student confidentiality laws must be adhered to.

Written complaints will be investigated within 15 days of receipt. Upon completion of the investigation, the Campus Director or designee (or Board Chair or designee as applicable) shall report the finding(s) to the Complainant in writing and provide a copy to the Board. The Complainant has a right to know that their issue is being addressed, but may or may not be advised of specific disciplinary actions taken as a result unless required by law.

### **3. Appeal**

The complainant may appeal the findings of the Campus Director to the Board to be considered at a regular or special meeting of the Board. The Board shall consider the appeal, utilizing the findings provided by the Campus Director (or Board Chair or designee as applicable), and any additional information provided at the Board meeting and shall either adopt as its own the findings of the Campus Director (or Board Chair or designee) or written findings of its own.

### **D. NON RETALIATION**

No individual will be retaliated against for filing a written complaint or otherwise availing him or herself of this policy.