



Birchtree Charter School

Conflict Resolution Form

Please try to resolve all conflicts directly and at the lowest level through informal means utilizing peaceful discussion, whenever possible. Should the conflict remain unresolved, please fill out this form and turn it in to the appropriate person:

- Conflict with teacher – turn this form in with the Principal
- Conflict with Principal – turn this form in to the APC Governing Board
- Conflict with a member of the staff – turn this form in to the Principal
- Conflict with another parent on a school issue – turn this form in to the Principal

Name: Address: Phone Number: Email Address:

1. Who or what is your complaint against?

Person/Persons involved? _____

Position: _____

2. Has this been discussed with him/her? Yes/ No (if no, please explain)

Dates Discussed _____

3. Has the complaint been discussed with the Principal or Supervisor? Yes / No

Dates Discussed: _____

Description of Complaint: Please include all important information such as location, names, dates, who was present, and to whom it was reported. Please use additional paper if more space is required.

WHAT REMEDY OR ACTION DO YOU SUGGEST?

Signature: _____ Date: _____

Conflict Resolution Procedures

It is a fundamental constitutional right to have the freedom of expression, including criticism of public agencies and their employees. Public employees are also entitled to various rights including the right to the protection of due process of law. In order to satisfy these conflicting rights, the following procedures are established by Birchtree Charter School for processing complaints against employees or employees' practices of the school district.

Most complaints can be resolved by informal discussions between the complainant and the employee or the employee's Principal/Supervisor. This formal complaint process is reserved for complaints that are not resolved after the informal process has been attempted and must be filed by May 1st of the current school year. For extenuating circumstances, the deadline may be extended. Even when this formal complaint procedure is initiated, efforts may occur at any point to accomplish satisfactory informal resolution. In no case is there to be retaliation from either party.

Directions for processing complaints against employees, policies, practices, and procedures at Birchtree Charter School:

1. First, (always try to resolve at the lowest level) a person lodging a complaint against a district employee or employee practices should meet with the person with whom you have a conflict in an attempt to reach a solution.
2. Second, if you feel you have not reached a solution, you may want to informally meet with the principal to discuss the problem in an attempt to reach a solution.
3. Any person who still feels dissatisfied with the result of such a meeting may wish to complete a Conflict resolution Form.
4. Turn the form into the office. A letter of receipt stating who will be working with you to resolve this complaint and their contact numbers will be sent to you.
5. A copy of the complaint form will be provided to the employee against whom the charge is made with a request that the employee respond in writing to the appropriate administrator within ten (10) working days of receipt of the complaint. The employee shall cooperate in resolving the complaint.
6. If the complaint is not resolved at the lowest level, the appropriate next level will review the complaint and related material, interview parties, and submit findings back to the complainant.
7. The Principal, APC President or designee will notify the person filing the complaint and the employee in writing of the final determination. A final decision will be issued in a timely manner, not to exceed 45 working days, after the filing of the formal complaint.
It is to be understood numerous opportunities have existed to resolve the conflict and that the decision is final.
8. If the person filing the complaint is not satisfied with the results, an appeal may be made to the Birchtree APC Governing Board.
9. Employees impacted by use of the Conflict Resolution Form may choose to exercise rights given to them by law or by employment agreement. Both the employees and the complaining party may have representation of their choice throughout the process.

10. At any point after the complaint process is initiated, if the person filing the complaint indicated a desire to pursue formal litigation, or does in fact file suit, the district's Conflict Resolution process will be terminated. The Birchtree APC Governing Board will then turn the matter over to counsel.

Possible Outcomes

The following information is listed neither to encourage nor discourage the filing of a complaint. Rather, it is intended to inform you of the possible outcomes of a formal complaint proceeding:

- I understand that Birchtree Charter School Advisory Board President or Principal may request additional information from me regarding this matter, and I agree that I will provide such information as is available to me. I also understand that as the complainant, I may also be required to testify and be subject to cross-examination.
- I understand that while my requested resolution of this matter will be carefully considered, the responsibility for selecting action taken may ultimately be more or less severe than the remedy I have proposed.
- If the complaint is directed toward actions of an employee, I understand that Birchtree Charter School will give a copy of this complaint to the individual(s) about whom I have complained. The person will be given the opportunity to respond to this complaint.
- I understand that I may request to withdraw this complaint at any time. However, in the event that the BCS views the matters raised in this complaint as being sufficiently serious, BCS may pursue this matter despite my desire not to proceed. I also understand that if any judicial proceeding arises from the matters that I have raised in this complaint, both the person I have complained about and I would be entitled to all the rights and protections available in such judicial proceedings.
- It is understood that a complaint should be of a serious nature. Numerous frivolous complaints from the same party may be considered void.