



BRIDGE HOUSE

PRE-PRIMARY · PREPARATORY · COLLEGE

DISPUTE RESOLUTION POLICY – Parents and Staff

Created: R Malcolm
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1. PREAMBLE

The aim of this policy is to enable the efficient resolution of issues which may arise from time to time between parents and/or staff and/or school management, at the lowest possible level.

However all individuals have the right to follow the legal process as defined in the Constitution and the Laws of the country.

2. PROCEDURES

(These are internal procedures which preclude the involvement of persons who are not parents or staff members of the school.)

Should an issue arise, these procedures should be followed:

- a. Make an appointment to see the person or persons concerned about the issue, and attempt to resolve the matter informally. Either party may request that a facilitator be present at the meeting. The facilitator may only be another parent or staff member of the school.
- b. Should the said issue not be resolved at such a meeting, a dispute should be registered in writing within a week of the meeting. This should be directed to the designated manager of the person/s involved. Secretarial staff or management can assist parents who are uncertain about designated managers. The designated manager is obliged to follow up on the dispute or issue raised within a week, and will attempt to resolve the issue to the satisfaction of all parties, including possibly facilitating a further meeting between the parties. You will be contacted regarding a date for such a meeting. The outcome of this stage of the procedure must be recorded in writing by the designated manager.
- c. If one of the parties still does not believe that the issue has been resolved, a Dispute Form and written record must be forwarded to the next level of management, who will follow the procedures as set out in 2.b. above.
- d. The Head of the School is the final arbitrator should the matter reach that level.

BRIDGE HOUSE SCHOOL

DISPUTE FORM

COMPLAINANT

Name: _____ Telephone: _____

Other contact details: _____

NAME OF OTHER PARTIES YOU MAY WISH TO ATTEND A MEETING

DETAILS OF COMPLAINT / ISSUE / DISPUTE

Signed: _____

Date: _____

FOR OFFICE USE

Date received: _____ Referred to: _____

Received by: -----

ACTION TAKEN

Record all details of follow-up actions below.

NAME OF MANAGER: -----

Signed: -----

Date: -----