



TCDSB Policy Register

Conflict Resolution H.M. 19

Policy

The Toronto Catholic District School Board is committed to and supports the settlement of conflict over matters under its jurisdiction in a manner consistent with Gospel Values and its Mission and Vision Statements.

Regulations:

1. In this policy, conflict pertains to issues, disagreements or disputes concerning the general operation of the school or the workplace, including a complaint against a staff member, or the administration and interpretation of Toronto Catholic District School Board (TCDSB) policies, but not to disputes with TCDSB policies and motions themselves.

2. The scope of the policy includes conflict which may occur:

- a) between the staff and the TCDSB community, and
- b) between different members of the TCDSB community.

Staff includes all persons working for the TCDSB. The TCDSB community includes trustees, parents/guardians, students 18 years of age or older and the Catholic School Advisory Councils and their members.

The policy does not include conflict which may occur between students, between staff members or between staff and students where the student is under 18 years of age unless the parent/guardian is involved.

3. Approaches to the resolution of conflict should:

- a) foster a climate of openness, tolerance and trust;
- b) encourage a resolution which is early, informal and as close to the source of conflict as possible;
- c) offer the services of a trained facilitator from an established TCDSB pool, i.e. third person assistance, if and when requested by the disputants, and
- d) provide a formal mechanism for the resolution of cases which have reached an impasse at the local level.

A guideline with specific advice and procedures for dealing with disputes will be piloted following approval by the Board.

4. There is an obligation on all persons involved in conflict resolution to maintain confidentiality, subject to disputants and others being able to share enough information to attempt to resolve the conflict.

5. Records will be retained in keeping with the requirements of the Board's records schedule and the provisions of the *Municipal Freedom of Information and Protection of Privacy Act*.

6. The draft guidelines will be reviewed at the end of one full year.

BM p 481, 13 Nov 97.