

RESOLUTION OF GRIEVANCES AND DISPUTES**Philosophy**

A school is made up of people, and there is always the potential for misunderstanding, irritation, or even strong disagreement. The Apostle Paul addressed this very concern when he wrote to the Church at Philippi stating, "Now I appeal to Euodia and Syntyche. Please, because you belong to the Lord, settle your disagreement. And I ask you, my true partner, to help these two women, for they worked hard with me in telling others the Good News. They worked along with Clement and the rest of my co-workers, whose names are written in the Book of Life. (Phil 4:2-3 NLT)

The Bible commands believers to make every effort to live at peace and to resolve disputes with each other in private or within the Christian community in conformity with the Biblical injunctions of 1 Corinthians 6:1-8; Matthew 5:23, 24; 18:15-20, and John 13:34-35. The resolution of any conflict initially is to be resolved at the lowest level possible with only the people who are directly involved in the conflict. Although others may have similar concerns or conflicts, Scripture requires that we deal with conflict as an individual and not as a group of like-minded individuals. Christians are required to speak only to the individual with whom they have the conflict and not to other people. To side-step this important level and involve anyone else constitutes nothing less than gossip.

With the above philosophy in mind, the Board has established the following policy.

Basic Policy

The objective of this policy is to establish biblical guidelines for the resolution of disputes and grievances in the operation of Cornerstone Christian Academy. This policy is to be followed whenever there is a dispute or grievance concerning any aspect of CCA's operations between any two parties connected in a direct way to the school. This includes students, parents, staff, volunteers, administration and the Board.

Based on the aforementioned Scriptures, parents, teachers, students, and staff are exhorted to face problem situations in the following manner:

1. **Pray about it.** Ask God to help you make your complaint in such a way that it will result in the betterment of the school, and this in the glory and growth of His kingdom. Read and think about such passages as Ephesians 4:1-3 and Colossians 3:12-13.

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2. **Express it promptly.** Keeping it to oneself can cause ill feelings and friction which decreases our effectiveness as Christians. Jesus said that we cannot properly worship or serve God if there is a disagreement between yourself and someone else (Matt 5:23-24).
3. **Tell it to the right person.** Complaints about school policy or operations are to be expressed directly to the school administrator. Complaints against specific individuals should be expressed first to the individual in question and then through the proper chain of authority. This allows the individual in question to properly address the situation.
4. **Express it clearly.** Make sure the person you are expressing your complaint to knows all the details of the situation, exactly what you're concerned about, and why. Misunderstanding of complaints could lead to further problems and needless hurt/hard feelings.
5. **Don't broadcast it.** Express your complaint only to the person who should hear it. Unneeded worry, harm and hurt/hard feelings result when problems and dissatisfactions are expressed to persons other than those directly involved with the problem, and an impression of disharmony is presented. If any person overhears or is told a complaint, it is that person's responsibility to reprove, correct, (Luke 17:3; 2 Tim 3:16) and encourage the one speaking to go to the person(s) involved in order to resolve the problem. It is important to remember not to repeat anything you heard.

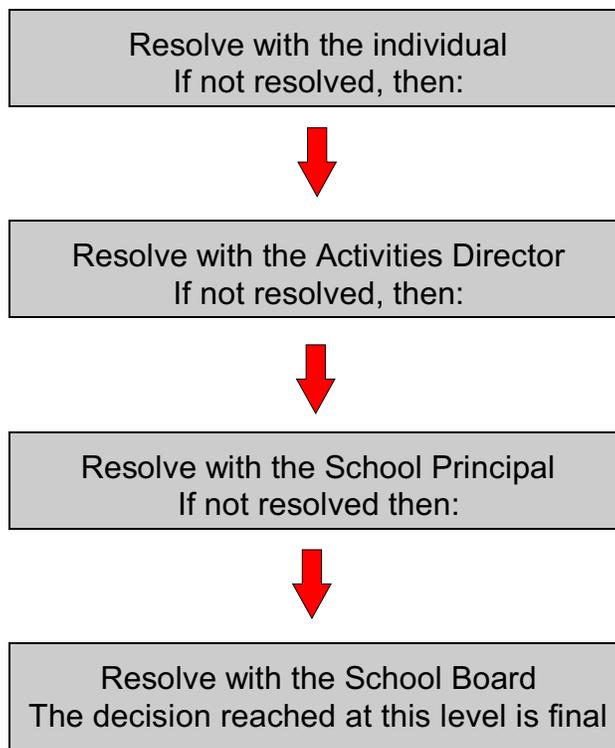
Grievance Procedures

1. STEP 1: The individual who has the conflict is to go directly to the person with whom they have the conflict and seek to resolve it.
2. STEP 2: If the conflict is not resolved and it does not involve the person at the next level of authority, the Activities Director should be notified and a meeting will be scheduled. The scheduling of this meeting will occur within 72 hours of the request. A Conflict Resolution Action Report will be completed by the Activities Director documenting the initial meeting as well as a plan of action.

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- 3. STEP 3: If the conflict still has not been resolved, the individual may request a meeting with the school principal. The scheduling of this meeting will occur within 72 hours of the request and the Conflict Resolution Action Report will be completed by the administrator documenting the previous meeting and plan of action. A decision and new plan of action will be determined by the principal.

- 4. STEP 4: If the decision and plan of action is not satisfactory to all parties involved, the principal will inform the acting President of the Board via written communication within 72 hours. The letter will include the specific details of the grievance along with the documentation of the previous steps. A special hearing (with all parties involved) will be scheduled where the School Board will be asked to make a decision regarding the matter. The decision reached at this level is final.



Policy Adopted: April 3, 2008
Revised: