



Ka'Umeke Kā'eo

Hawaiian Immersion Public Charter School

I N K E A U K A H A

Conflict Resolution Policy

Category: Operational	Policy Description: Resolution of conflicts, problems, and concerns between two parties at Ka 'Umeke Kā'eo
Approved Date: 10/24/2013	Replaces Policy Dated:
Effective Date: 10/24/2013	Created By: Ka 'Umeke Kā'eo Governing Board Policies Committee

PURPOSE:

This policy addresses the resolution of conflicts, problems, and concerns between two parties at Ka 'Umeke Kā'eo and applies to all faculty, staff, students, and school families.

DEFINITIONS:

n/a

POLICY:

Ka 'Umeke Kā'eo supports voluntary resolution of conflicts, problems, and concerns between two parties regardless of their positions or roles. Ka 'Umeke Kā'eo firmly believes most issues can be resolved informally by direct and healthy communication quickly and appropriately to everyone's satisfaction. Such attempts at informal resolution should be documented in writing to assist the Po'okumu and/or Governing Board to participate effectively in the conflict's resolution

If any conflict involves individual safety, a threat to the preservation or security of Ka 'Umeke Kā'eo's facilities, or a direct or blatant violation of school policies or procedures, the board shall be notified immediately by the Po'okumu, school personnel, or member.

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

INFORMAL ATTEMPTS AT RESOLUTION



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1. Interpersonal Communication and Relationships: Interpersonal conflicts that arise between individuals should be communicated directly to the person(s) involved.

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

3. Daily Operations: The Po'okumu is responsible for implementing Governing Board policy through establishing school procedures and daily operations. Concerns regarding daily operations and/or procedural issues should be addressed directly to the Po'okumu.

ADMINISTRATIVE REVIEW

The Administrative Review process consists of a meeting between the parties involved with the Po'okumu in attendance. When conflict arises between employees, the HR Manager shall also be attendance. The Governing Board President or a designee shall be in attendance for any complaint regarding the Po'okumu, and in such an event shall stand in place of the Po'okumu. At the Po'okumu's (or Governing Board President, in the event of a complaint regarding the Po'okumu) discretion, this meeting may be delayed until the Po'okumu or their designee can conduct a fact-finding investigation.

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

The Po'okumu (or Governing 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 process than outlined herein. At all times, legal requirements shall prevail over this process.

FORMAL ADMINISTRATIVE RESOLUTION

Written Complaint: Formal Administrative Resolution is initiated with the submission of a written complaint addressed to the Po'okumu or the Governing Board President if the complaint involves the Po'okumu.

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



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6. Desired resolution.
7. Must be dated and signed.

Investigation: An objective and timely investigation of all complaints, which cannot be resolved informally, will be undertaken by the Po'okumu or designee. 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.

Written complaints will be investigated within 30 days of receipt. Upon completion of the investigation, the Po'okumu or designee (or Governing Board President as applicable) shall report the finding(s) to the Complainant in writing and provide a copy to the Governing 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.

Appeal: The Complainant may appeal the findings of the Po'okumu to the Governing Board to be considered at a regular or special meeting of the Governing Board. The Governing Board shall consider the appeal, utilizing the findings provided at the Governing Board Meeting and shall either adopt as its own the findings of the Po'okumu (or Governing Board President) or written findings of its own.

NON RETALIATION

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

APPLICABLE PROCEDURES:

The following procedures will be used to resolve or clarify his/her concerns.

Employee, parent or public complaints about violations of Equal Employment Opportunity, Harassment/Sexual Harassment policies should be reported in accordance to those respective policies. All other complaints can be handled through the following procedures:

Employee Complaints

1. An employee should discuss suggestions, problems or criticisms with his/her immediate supervisor. In most cases, problems can be resolved at this level. The



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complaint should be made within five (5) working days of the date the incident occurred.

2. If the problem is not resolved at Step 1 or if the employee's immediate supervisor is part of the problem, the employee may contact the Human Resources Manager personally, by phone or in writing for review of the issue. The employee will be asked to complete an "Employee Complaint Form." This form will be used to review the issue. Submission of this form is due within five (5) working days from receipt of form.

Upon submission, the issue will also be reviewed and communicated to the Principal. A response by the HR Manager or Principal will be given to you within five (5) working days. A conference and/or investigation of all persons involved will be held. Resolution to the issue will be communicated to all parties at the end of the investigation.

3. If the HR Manager is part of the problem, the employee may contact the Principal personally, by phone or in writing for review of the issue. The employee will be asked to complete an "Employee Complaint Form." This form will be used to review the issue. Submission of this form is due within five (5) working days from receipt of form.

A response by the Principal will be given to you within five (5) working days. A conference and/or investigation of all persons involved will be held. Resolution to the issue will be communicated to all parties at the end of the investigation.

Parent or Public Complaints

1. Parent or public persons should discuss suggestions, problems or criticisms with their child's teacher or office staff. The complaint should be made within five (5) working days of the date the incident occurred. Depending on the situation, problems may be resolved at this level.

2. If the problem is not resolved at Step 1 or if the the child's teacher or office staff is part of the problem, they may contact the Human Resources Manager personally, by phone or in writing for review of the issue. The complainant will be asked to submit a written complaint that is due within five (5) working days of the response by the HR Manager. The complaint must include the following information:

- The problem and the date the incident occurred.
- Suggestions on ways to resolve the problem.

Upon submission, the issue will also be reviewed and communicated to the Principal. A response by the HR Manager or Principal will be given to you within five (5) working



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days. A conference and/or investigation of all persons involved will be held. Resolution to the issue will be communicated to all parties at the end of the investigation.

3. If the HR Manager is part of the problem, the employee may contact the Principal personally, by phone or in writing for review of the issue. The complainant will be asked to submit a written complaint that is due within five (5) working days of the response by the Principal. The complaint must include the following information:

- The problem and the date the incident occurred.
- Suggestions on ways to resolve the problem.

A response by the Principal will be given to you within five (5) working days. A conference and/or investigation of all persons involved will be held. Resolution to the issue will be communicated to all parties at the end of the investigation.

If employee, parent or public person is dissatisfied with the resolution given by the Principal, they may choose to bring their issue for review to the School's Governing Board. Documents that have been previously collected will be given to the Board for review. The Board will decide on how best to resolve the issue.

No one will be retaliated against for filing complaints under this procedure. All complaints must be made in good faith and in a courteous manner.

OTHER RELATED INFORMATION:

n/a