



**POLICY SECTION:** HUMAN RESOURCES  
**SUB-SECTION:** MISCELLANEOUS  
**POLICY NAME:** CONFLICT RESOLUTION  
**POLICY NO:** H.M. 19

<b>Date Approved:</b> November 13, 1997- Board	<b>Date of Next Review:</b> March 2023	<b>Dates of Amendments:</b> March 22, 2018
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**Cross References:**

Complaint Against a Staff Member policy (H.M.30)  
 Harassment and Discrimination policy (H.M.14)  
 Guidelines for Trustees, Parents and Staff in Addressing School Related Concerns (A.33)

**Appendix: Conflict Resolution Guidelines****Purpose:**

This policy sets out parameters for conflict resolution within the Toronto Catholic District School Board.

**Scope and Responsibility:**

This policy applies to all staff and members of the TCDSB community. The Director is responsible for this policy with the support of the Conflict Resolution Department.

**Alignment with MYSP:**

Living Our Catholic Values  
 Strengthening Public Confidence  
 Fostering Student Achievement and Well-Being  
 Inspiring and Motivating Employees



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**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 the Multi-Year Strategic Plan.

**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 staff members;
  - b. between the staff and the TCDSB community, and
  - c. 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 Parent Councils and their members.

The policy does not include conflict which may occur between students, 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;



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- 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.
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*.

### **Evaluation and Metrics:**

The effectiveness of the policy will be determined by measuring the following:

The Conflict Resolution Department provides an annual report to board providing conflict resolution data.