

Conflict Resolution Process

Conflicts are a natural consequence of human interaction. At Winterberry, we strive to view each conflict as an opportunity for growth. We undertake the process of conflict resolution with the goal of deeper connection and healing for all those involved.

Whenever conflict arises among our community members, we urge those in conflict to first communicate directly with one another. Many conflicts can be resolved simply by communicating directly in a timely manner.

If support is needed in pursuing direct communication, or if further mediation is needed after communicating directly, we invite our community members to seek support “up the ladder.” (please see the adjacent page.) We recognize the initial conflict may have occurred at any rung on the ladder, and we request while seeking support, you move up the ladder one rung at a time so that resolution can occur as directly as possible.

The supporting party will facilitate communication that is as direct as possible by mediating conversations, and will work with those in conflict to foster positive behavioral changes, mutual respect, reconciliation, and healing.

When seeking support beyond the administrative level, there are two potential top-rungs. For conflicts entrenched in school policy or conflicts directly involving the principal, support may be sought from the WCC. The WCC cannot and will not intervene in individual teacher or student relationships. They can and will work to support and hold accountable only the school’s principal and policies to ensure best practice.

When addressing a concern about the principal to the WCC, please address one board member of your choice who will work with you to bring the issue before the board. A list of current board members can be found at <https://winterberry.asdk12.org/winterberry-charter-council>

For all other conflicts which have escalated beyond the administrative support level, please bring your concern to the ASD director of charter schools. Contact information for the current director of charter schools can be found here:

<https://www.asdk12.org/departments/academic-services/instructional-division/charter-schools>

Please note: per the teachers’ contracts, any complaint against a teacher must be forwarded to the teacher unless confidentiality is specifically requested.

If you believe your child's civil rights have been violated, please follow the ASD grievance policy as outlined in the ASD student handbook and on the ASD website:

<https://www.asdk12.org/departments/administrative-services/dei-community-engagement/student-resources/student-grievances>

Conflict Communication to Parents

When will I know if my child was involved in a conflict?

Many conflicts and their resolutions occur and are resolved directly by students without adult intervention. "You took my pencil!" "I'm sorry, I need a pencil. Could I borrow one of yours?" Most of these conflicts you won't know about unless your child feels it's important to tell you.

Conflicts that require teacher support for resolution will be communicated with parents at the teacher's discretion.

Any conflict involving a student that requires support from the principal, acting principal, or teacher-in-charge will be directly communicated to the parents of the involved students within 24 hours of their involvement.

Whenever parents contact a teacher or administrator about a conflict, parents can expect an acknowledgement within one school day. Timely and direct communication helps our community move forward from conflict into growth, healing, and deeper connection.