



**Snake River Montessori School**  
nurturing potential

Preschool Kindergarten Elementary  
2970 E. 1<sup>st</sup> Street Ammon, ID 83406 (208) 524-4730

POL -08 Rev. 03

## **Conflict Resolution Policy**

### **Purpose**

The purpose of this policy is to establish the process for any SRMS employee, parent or concerned third party who has a dispute with a School policy, staff member, the School environment, or a particular incident involving the school.

### **Responsibility**

Administrative Staff, Board of Directors

### **Description**

Morale and a strong sense of community are best upheld by direct communications between the principal parties. When the parties are unable to reach a resolution, this policy explains the process for resolving the conflict. Grievances may arise between staff members, family members, school administration, and any combination of the above. Students are precluded from engaging in the Conflict Resolution Policy and instead are directed to engage the classroom conflict resolution process.

### **Approval**

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*Kari Lasco-Sanders*  
*President of the SRMS Board*

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*Starr Mikkelson*  
*Secretary of the SRMS Board*

Date Approved: 3-11-2015  
Revised Date: 3-9-2015  
Reviewed Date: 1-8-2025  
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## **Conflict Resolution Procedure**

### **Process**

In the event of a conflict, the following steps will be followed to resolve the issue:

1. The issue shall be filed for review at the lowest level of the school, as described in the School Organization Policy, appropriate for the issue.
2. In the event that the issue is not resolved to the satisfaction of the concerned parties through direct communication at the lowest level, he/she may seek redress, without fear of recrimination (for themselves or their children), at a higher Administrative Level.
3. Both oral communication and written documentation, at all levels shall be made throughout the process towards resolution. Documentation shall be stored with official school records for a minimum of 3 years.
4. The Board of Directors will address a conflict only after multiple attempts at redress have been attempted at the lower levels of the school. At this time, the person(s) involved shall file a Conflict of Resolution Record with the school. A Conflict of Resolution Record may only be filed by an adult.
5. Issues filed through this process will receive a prompt and confidential review within seven (7) business days at which time a response will be provided to the parties involved. At this time, the response may be only a status check and not a resolution.

Should a grievance reach the top Administrative Level (The Board of Directors), the determination or decision about the resolution of the grievance will be considered final.

### **Related Policies:**

- Termination of Enrollment Policy
- School Organization Policy