



THE CHRISTIAN ACADEMY GRIEVANCE PROCEDURES 2018-19

A Christian school is comprised of people- students, parents, teachers, staff, and administrators. Unfortunately, as with any organization and even with Christians, disagreements, misunderstandings and at times, conflict occurs. The following procedures should be followed to facilitate a quick and godly resolution; they are based on Matthew 5 and 18.

Parents:

1. Remain calm. Remember you are to be an example to your student in how you react or respond to any given situation. It is crucial that you do not undermine the authority figure in front of your student in words, actions, or deeds. Pray about the situation or incident.
2. Know in your heart that you and the staff member are on the same team.
3. Make sure you hear both sides of the situation before you predetermine what your next step will be. You will find that most situations will resolve themselves and are the result of a simple misunderstanding.
4. Do not take sides. Be ready to resolve the situation in a godly way.
5. To the best of your ability, try to resolve the situation with the teacher/staff member. If the issue remains "up in the air," set another meeting with the teacher/staff member. Other parents should not be notified or consulted about the situation.
6. Should an issue become impossible to resolve, set an appointment with the principal for resolution.
7. It may become necessary to involve the TCA Board if resolution is not achieved in cases that become a major issue or concern.
8. **Every effort and consideration should be given to maintain confidentiality throughout the process. Confidentiality is vital and necessary to handle the situation biblically.**
9. Please remember the importance of forgiveness. As disciples of Jesus, we must be willing to forgive and be forgiven because no one is perfect but Him.
10. Love believes the best in others. The devil has a mission with conflict, strife, and discord- division and every evil work.

The staff of TCA and the TCA Board are committed to follow these principles and those set forth in the ACSI brochure entitled, "The Matthew 18 Principle for Solving School Problems," written by Dr. Paul A. Kienel.

Your signature below indicates your willingness to follow these biblical principles.

Parent/Legal Guardian Signature: _____ Date: _____