

Parent/Teacher Conflict Resolution Policy

1. Purpose

Blyth Academy is committed to fostering a respectful, inclusive, and compassionate school community where concerns are addressed promptly and fairly. Open communication between parents and teachers is essential to ensure each student's academic progress, well-being, and positive school experience.

2. Policy Statement

The partnership between home and school is vital to student success. Parents are encouraged to raise concerns directly and respectfully with the school staff involved. Through constructive dialogue, most issues can be resolved quickly and effectively. When needed, a structured escalation process is available to ensure all matters are handled with transparency, fairness, and confidentiality.

3. Procedures

Step 1 – Direct Discussion with Teacher

The parent should first arrange a meeting (in person or virtual) with the teacher to discuss the concern. Both parties should aim for open dialogue and a mutually agreeable solution. Teachers are expected to document the concern and any agreed-upon actions.

Step 2 – Department Head or Subject Lead

If the matter is not resolved, the parent may request a meeting with the Department Lead or Subject Lead. The parent should share what steps have already been taken with the teacher. The Department Head/Lead may invite the teacher to participate if appropriate. A resolution plan will be recorded and shared with all involved parties.

Step 3 – Divisional Lead / Deputy Head

If further resolution is needed, the parent may meet with the Elementary Lead (for Grades K–6) or High School Lead (for Grades 7–12). The Lead/Head may, at their discretion, include the teacher or Department Lead in the discussion. The goal is to mediate the issue collaboratively and reach closure.

Step 4 – Head of School

If the issue remains unresolved, the parent may request a final meeting with the Head of School. The Head of School may include the teacher, Department Lead, in the meeting as needed. The meeting will be conducted privately and confidentially. The decision of the Head of School is final.

4. Guiding Principles

- All discussions will be handled with respect, professionalism, and confidentiality.

- Concerns should be addressed promptly and constructively, avoiding public or social media discussions.
- Each step must be documented for accountability.
- The process ensures that every concern is heard and addressed in a fair, consistent, and timely manner.