

Kapolei Charter School by Goodwill Hawaii  
**Conflict Resolution Policy**  
**Policy No. 102**  
(AG Approved 6/13/17)

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**PURPOSE:**

Kapolei Charter School will provide a positive and secure work and school environment. The purpose of this policy is to provide Kapolei Charter School employees, students, and parents/guardians with an established procedure should a problem arise that cannot be resolved informally.

**POLICY:**

The following procedural steps shall be followed in the event a problem arises among two or more Kapolei Charter School employees, students, and/or parents/guardians:

1.0 Informal Resolution.

The parties involved will make a good faith attempt to resolve their issue through discussion with the other person(s) involved.

2.0 School Director Involvement.

2.1 Should the problem continue to persevere, the involved individuals will refer the matter to the KCS Director. The School Director will consult with the persons involved and will attempt to develop a solution agreeable to all parties.

2.2 Should the School Director be unable to work with the persons involved to develop an agreeable solution, the Director will develop a solution independent of the persons involved. This solution will be a binding decision and will be communicated in writing to all involved persons.

3.0 Final Agreement.

The final agreement / decision is implemented and communicated to all school staff, students and/or parents/guardians to whom it may apply.

4.0 Appeal.

The persons involved may appeal the School Director's final decision to the KCS Governing Board.