



For more detailed information please see the NT Christian Schools Conflict Resolution Policy available at your School Office.

CONFLICT RESOLUTION INFORMATION

The manner in which concerns, disagreements and conflicts are managed can mean the difference between harmony and tension in a community.

As a campus of NT Christian Schools our school follows the *NT Christian Schools Conflict Resolution Policy* which sets out for parents, students, employees and others the way to deal with any concerns, disagreements and conflicts that may arise.

NT Christian Schools promotes a resolution that is based on consultation and co-operation consistent with biblical principles and practices.

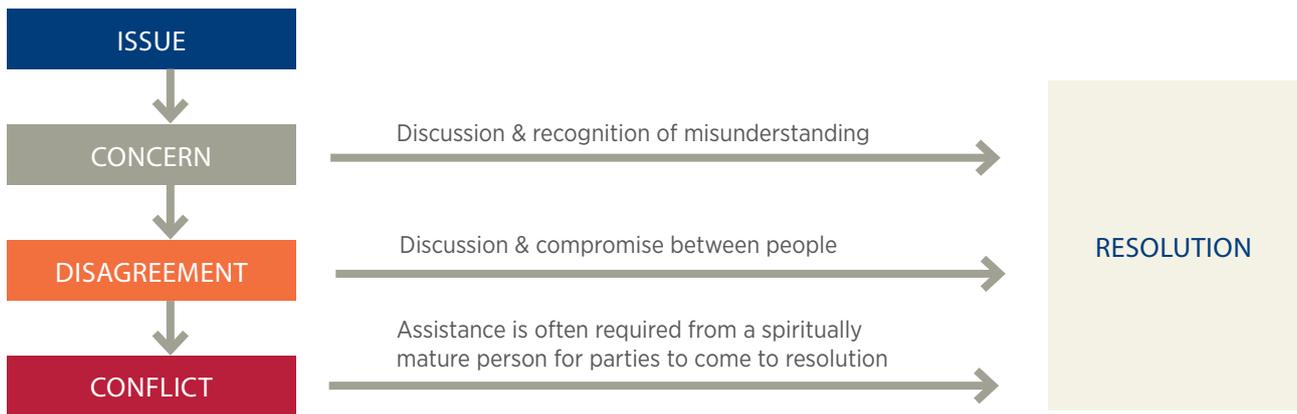
As Christian communities, learning together, offering hope we commit to making every effort to help unity with one another. We recognise that unity does not mean conformity. As such, we embrace the opportunity that productive disagreements can provide, welcome and value diversity of opinion. Differences need not be threatening. They can be God's way of enriching our community.

 We encourage you to go to www.peacewise.org.au for more information about biblical peacemaking.

“ ...live a life worthy of the calling you have received. Be completely humble and gentle; be patient, bearing with one another in love. Make every effort to keep the unity of the Spirit through the bond of peace. There is one body and one Spirit—just as you were called to one hope when you were called— one Lord, one faith, one baptism; one God and Father of all, who is over all and through all and in all.

Ephesians 4:1–6





CONFLICT PROGRESSION AND OPPORTUNITY FOR RESOLUTION

The Bible provides us with great wisdom for dealing with disagreement. It commands and challenges us to bring honour and glory to God through all our interactions. When people are in disagreement within our community we strongly encourage them to be guided in their one-to-one interaction by the peace-making principles, found throughout the Bible in order to resolve the substantive and relational issues at the heart of the disagreement. The NT Christian Schools Conflict Resolution Policy Provides more information about this.

THE FIRST STEP: DISCUSSION

Most issues are able to be resolved at this one-to-one level, with forgiveness and restoration being the normal conclusion.

THE SECOND STEP: SEEK ASSISTANCE

In some case assistance from another person may be required in order to help bring about resolution. Within the context of our school, this will generally mean referring the matter to your Principal to facilitate further discussion between the parties involved.

THE THIRD STEP: FORMAL COMPLAINT

It may happen that after sustained effort a resolution is still not reached through following the steps outlined above or there is unwillingness by a party to engage in the process outlined above.

In such circumstances Formal Complaint Proceedings will need to take place in order to bring about some form of resolution regarding at least the substantive issues of the disagreement or conflict.

“ Generally, the greatest success in resolving issues is where they are addressed as soon as they arise. ”

If a disagreement arises between any members of our school community the people involved must first meet together to clearly and respectfully discuss the issues involved and attempt to resolve the matter.

As members of the school community we all have a responsibility to raise concerns at the earliest possible time. Generally, the greatest success in resolving issues is where they are addressed as soon as they arise.

Escalating a conflict to a formal complaint should not happen while there is still the chance for resolution to be achieved through continued discussion, because the formal complaint process limits the possibility to resolve the relational difficulties that are often central in a conflict.

A formal complaint must be written and contain sufficient and specific detail of the basis of the disagreement or conflict, whilst having regard for matters of confidentiality and competing duties of care.