

# Conflict Resolution at DCS

## CONFLICT RESOLUTION PROCESS

STEP 6: Final appeal to Board of Directors\*  
STEP 5: Meet with Board representative\*  
STEP 4: Meet with Discipline Committee\*  
STEP 3: Meet with the Executive Director  
STEP 2: Meet with other staff/personnel: discipline coordinator, guidance counselor, ESE coordinator, etc.  
STEP 1: Meet with teacher  
*\*suspension/dismissal only  
From our Code of Conduct*

**“All conflicts between the School and the parents/legal guardians of the students enrolled at the School shall be handled by the School or its governing board. Evidence of each parent’s/guardian’s acknowledgement of the Schools Parent Conflict Resolution process shall be available for review upon request by the Sponsor (M-DCPS).”**  
*From our DCS Charter*

If your serious concern remains unresolved, make an appointment with the Executive Director.

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You’ve spoken with the Department Head, but you remain dissatisfied with the solutions at hand. You wish to talk to an administrator whose responsibilities are the closest to your area of concern. Identify whether you need the administrative staff member responsible for curriculum, discipline, guidance or other area.  
Next, speak with that person.

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After talking to the staff member closest to the issue, you still need further help. Use the attached directory to identify the **Department Head** in the appropriate area. It may take a little while to get an appointment, but it’s an important step in the process, so be patient.

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**First, identify the person closest to the concern.** Very often, this will be your child’s teacher. E-mail or call the teacher’s voicemail and leave a message summarizing why you wish to speak to the teacher. DCS teachers are busy but they are committed to communicating with you. They return calls within 36 hours. Talk to the teacher about your concern. Be concise and to the point and at the end of your meeting ask for a summary of where you both stand on the issue.  
**Hopefully, your problem will be resolved. If not, go up to the next rung.**

**START HERE**

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What should you do if you have a concern about your student at DCS? There is a process to follow. Go up the [chart](#) above for the best step-by- step approach to conflict resolution.