



Christian Alliance P.C. Lau Memorial
International School
宣道會劉平齋紀念國際學校

📍 2 Fu Ning Street
Kowloon, Hong Kong
☎ (852) 2713 3733
🌐 www.capcl.edu.hk

COMMUNICATION & CONFLICT RESOLUTION POLICY

Communication is an essential part of our school life. Contact between the School and home is an integral part of our community life. In addition to formal reports, time is set aside for parent-teacher interviews. Teachers, Assistant Principal, Head of School, and parents also communicate informally with one another through notes, emails, interviews, and phone calls regarding student progress and behaviour. A class newsletter is sent home regularly by homeroom teachers. A spirit of unity in our learning community is essential as we strive to achieve CAPCL's vision and mission together.

When conflicts or disagreements occur, they will be dealt with in a manner that leads to restoration and resolution. Communication of concerns should be:

- **Respectful:** "Let your conversation be always full of grace, seasoned with salt, so that you may know how to answer everyone." (Colossians 4:16)
- **Truthful:** "Each of you must put off falsehood and speak truthfully to his neighbour, for we are all members of one body." (Ephesians 4:25)
- **Peaceful:** "Everyone should be quick to listen, slow to speak, and slow to become angry." (James 1:19)

In the event of a disagreement, parents should first directly contact the teacher/staff member concerned. Parents should generally follow the established chain of communication. Bypassing steps are discouraged since misunderstanding and miscommunication can easily result. Speaking directly to the person most closely involved in concern is a positive step toward resolution.

If a matter of concern between a teacher and parent cannot be satisfactorily resolved despite the best efforts of both parties, the assistance of a Team Leader or Assistant Principal may be requested. If a successful resolution is not reached at this level, the support of the Head of School may be required.

In matters of dispute between a student and teacher, the student and his/her parent(s) should make every attempt to resolve issues directly with the teacher involved. If the best efforts of

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both parties to resolve an issue are unsuccessful or if the issue is of a severe nature, a student and his/her parents may appeal to the Head of School or Assistant Principal to mediate.

Parents should approach the Head of School or Assistant Principal on any matters involving schoolwide concerns such as policy, health or safety issues.

Parents should not bypass the Head of School to discuss concerns with the Registered Management Committee (RMC). Only if a matter between a parent and the Head of School cannot be resolved despite the best efforts of both parties, may a parent request the Head of School to involve the RMC.

Parents can anticipate that they will be asked to identify the level at which they initiated the resolution process.

Any school dispute should be dealt with internally instead of involving external parties.

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