

Communication channels when there is a need to talk in the case of conflict – school

1. Individual case

1. Parents promptly get in touch in writing with the relevant subject teacher resp. the subject teacher gets in touch with the parents. A meeting takes place between both parties as soon as possible.*



2. The parents contact the class teacher who consults the subject teacher.
A meeting takes place between the parents, the class teacher and the subject teacher as soon as possible.*



3. The parent representative contacts the relevant head of department of the primary school, secondary level I and secondary level II through the class teacher.
A meeting promptly takes place between the parent representative, the relevant head of department, the relevant subject teacher and if need be the class teacher/head of the subject conference.*



4. Involvement of the principal and the chairperson of the parents' council.*

* As far as possible, a meeting is to take place within 5 days. The points ascertained are recorded in writing and if need be a deadline will be set for review.

2. Internal class case

1. The parent representative contacts the relevant subject teacher in writing.
The class teacher is informed about the incident.



2. In the case of a **subject problem** the parent representative contacts the head of the subject conference resp.,
in the case of an **educational problem** the class teacher.*



3. The parent representative contacts the relevant head of department of the primary school, secondary level I
or secondary II. A meeting promptly takes place between the subject teacher, the parent representative, the head
of department and the class teacher/head of the subject conference.*



4. Involvement of the principal and the chairperson of the parents' council.*

* As far as possible, a meeting is to take place within 5 days. The points ascertained are recorded in writing and if need be a deadline will be set for review.

3. Cross-class case

1. In the case of a **subject problem** the parent representatives of the concerned classes contact the head of the subject conference in writing via the respective class teacher resp. in the case of an **educational problem** the relevant head of department of the primary school, secondary level I or secondary level II.*



2. Involvement of the principal, of the chairperson of the parents' council.*



3. Involvement of the board for final clarification.

* As far as possible, a meeting is to take place within 5 days. The points ascertained are recorded in writing and if need be a deadline will be set for review.

Communication channels when there is a need to talk in the case of conflict - Kindergarten

1. Individual case

1. Parents promptly get in touch in writing with the relevant group leader resp. the group leader gets in touch with the parents. A meeting takes place between both parties as soon as possible.*



2. Parents contact the parent representative who consults the group leader.



3. The parent representative contacts the head of the kindergarten.
A meeting takes place between the parent representative, the head of the kindergarten and the group leader as soon as possible.*



4. Involvement of the principal and the chairperson of the parents' council of the kindergarten.*

* As far as possible, a meeting is to take place within 5 days. The points ascertained are recorded in writing and if need be a deadline will be set for review.

2. Internal Group case

1. The parent representative gets in touch with the relevant group leader.



2. The parent representative contacts the head of the kindergarten. A meeting promptly takes place between the parent representative, the head of the kindergarten and the group leader. *



3. Involvement of the principal and the chairperson of the parents' council of the kindergarten.*



* As far as possible, a meeting is to take place within 5 days. The points ascertained are recorded in writing and if need be a deadline will be set for review.

3. Cross-group case

1. The parent representatives of the concerned groups contacts the head of the kindergarten in the parents' council meeting.



2. Involvement of the principal.



3. Involvement of the board for final clarification.*

* As far as possible, a meeting is to take place within 5 days. The points ascertained are recorded in writing and if need be a deadline will be set for review.