



LAKE COUNTRY CHRISTIAN SCHOOL

Useful Information/Problem Solving

- If a student has a concern or a complaint regarding a specific teacher, coach, or administrator, it is essential that initial communication be with that teacher, coach, or administrator. The student should speak with the teacher first, and if the concern continues, then the parent should speak with the teacher. The next step would be to speak with the Head of Upper School, and if needed the administrator. If the student needs help in determining how to speak with the teacher, s/he may at any time talk with the principal.
- When a student brings a complaint home, take the time to advise him/her as to how to approach the teacher and/or coach or administrator to begin the resolution of the conflict. This training or advice will give the student a wonderful opportunity to learn the skills of conflict resolution. The key is to give young people the skills necessary to work through these daily concerns and the positive experience of seeing them solved in a Biblical/relational way.
- We will reap great rewards as a community by following the pattern set in James 1:19. First of all, pray with your child regarding the matter. Then, the complaint is taken to the person(s) involved at the lowest level first. The first important reward will be that our young people begin to take responsibility for resolving conflict in a Biblical and mature way. This training and experience is one of the most valuable tools we can give them as they prepare to enter the adult world.
- At this stage of their growth and development, we need to be careful as parents and educators to switch from solving their problems for them to advising and counseling them how they can best solve their own conflicts. As they face these situations and see resolutions, it will give them confidence in their ability to walk through situations with the Lord's help. This builds their esteem, personal responsibility, and walk with the Lord. It is a critical step in their development that calls for restraint, prayer and counseling from parents. It is a challenge not to take up an offense for one's child. It also takes humility, sensitive listening, and creative problem solving on the part of teachers. Also, faculty members learn how they can improve as teachers, strengthening our faculty and helping us to meet the needs of students.