



Conflict Resolution Policy

The following procedures are provided to all parents, guardians, and referral sources as a means of encouraging open dialogue in the process of addressing and resolving conflicts or concerns. In all cases, it is the express goal of the Ridge Creek program to cooperate fully and professionally in any inquiry or request for investigation. The protection of the rights and welfare of its students is the organization's primary responsibility and mission.

The procedures are as follows:

- 1) While a student is enrolled at Ridge Creek, parents, guardians, or referral sources that have concerns regarding the program's treatment of a student should first make those concerns known to the class counselor assigned to work with a student. The class counselor will, in turn, make the issue(s) known to the Team Leader, and Directors who will insure that all allegations and/or concerns are investigated and resolved appropriately.
- 2) While a student is enrolled at Ridge Creek, parents, guardians, or referral sources may also directly contact the Director of Admissions or Director of Counseling, should they prefer. These administrators will insure that all allegations and/or concerns are investigated and resolved appropriately.
- 3) Once a student is no longer in the Ridge Creek program, parents, guardians, or referral sources should contact either the Director of Admissions or the Director of Counseling with any concerns regarding the program's treatment of a student. These administrators will insure that all allegations and/or concerns are investigated and resolved appropriately.
- 4) In addition to the above procedures, parents, guardians, or referral sources may contact the Georgia Department of Human Resources, Office of Regulatory Services Division. Ridge Creek is licensed by this agency as a Therapeutic Camp, and will fully cooperate with any and all inquiries or investigations made by independently or on behalf of a student's representatives.

Parent Signature

Date