



# Issues Resolution Policy

## Background:

Children learn best when parents and the school work together. From time to time problems arise for a variety of reasons. This policy explains how to work with the school to solve the problem.

## Purpose:

- To provide a safe and supportive learning and working environment
- To build positive relationships between students, parents, teachers and other staff
- To provide guidance on how to raise an issue and on the procedure that will be implemented to provide a resolution
- To resolve issues by working in partnership with students, parents, teachers, other staff, Assistant Principal and Principal

## Definition of an 'issue':

**Concern:** A perceived matter that is raised to clarify, improve or change a situation. For example, "I believe that ..., I think that the school should..."

**Complaint:** A perceived grievance or disagreement that requires resolution. For example, "My child has a problem with... and I want it resolved."

## Guidelines:

In the first instance, parents should make an appointment to see the relevant classroom or specialist teachers to resolve issues relating to student learning and specific student incidents in the teachers' class.

Class teachers may refer to unit leaders to resolve issues when students from other classes are involved or if it is a decision that has been made in relation to all of the classes in that level.

If concerns persist, parents can make an appointment to meet with the Assistant Principal, Stephen Hayes. Issues relating to staff members or complex student issues can be referred to the Assistant Principal, Stephen Hayes, and/or Principal, David Foley.

Parents should meet with the Principal to resolve issues relating to school policy and management.

## Procedure:

In following the above procedures the parent should:

- Do so promptly, as soon as possible after the issue occurs
- be clear about the topic or issue you want to discuss
- provide complete and factual information about the concern / complaint
- focus on the issue that genuinely affects your child
- be prepared to discuss the issue in an open, calm and courteous manner
- understand that the teacher's understanding of an issue may be different to that of the child(ren) involved

- acknowledge that the common goal is to achieve an outcome acceptable to all parties
- maintain and respect the privacy and confidentiality of all parties

## Expectations:

The school will:

- attempt to resolve the issue promptly, as soon as possible after the issue occurs
- provide factual information about the issue
- act in good faith and in a courteous manner
- maintain and respect the privacy and confidentiality of all parties
- acknowledge that the common goal is to achieve an outcome acceptable to all parties
- resolve issues in accordance with due process, principles of natural justice and the regulatory framework of the Department of Education

## Implementation:

The issues resolution procedures will be sent home to all families at the start of the school year or during the enrolment process. The policy will be placed on the school website. Parents will be periodically reminded of the policy and procedures in relation to issues resolution.

## Evaluation:

Parents are invited to provide ongoing feedback to the principal via the school's email [eltham.north.ps@edumail.vic.gov.au](mailto:eltham.north.ps@edumail.vic.gov.au)



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