

# Flemington Primary School

## Issues Resolution Policy



### 1. PURPOSE AND RATIONALE:

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 Parents can work with the School to solve the problem.

### 2. POLICY STATEMENT:

- 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, Leadership Team and Principal.
- The school is constantly trying to improve. When issues are raised, they are regarded as a source of feedback.

### 3. DEFINITIONS:

- **Issue** - an important matter or problem for debate or discussion.
- **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".

### 4. ACTION GUIDELINES:

In the first instance, a student's parent/carer should approach teachers to resolve issues relating to student learning and specific student incidents in the student's class.

Parent/carers should approach Collaborative Team 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 grades in that level.

- Parent/carers should approach members of the Leadership team to resolve issues that have not been dealt with successfully by the teacher or Collaborative Team Leader. Issues relating to staff members or complex student issues can also be referred to members of the Leadership team.

Parents/carers should approach the Principal to resolve issues that cannot be resolved by the Leadership team and issues relating to school policy, management, staff members or complex student issues.

When a Parent/carer approaches the school or their child's teacher, they should:

- Be clear about the topic or issue they want to discuss;
- Focus on the things that genuinely affect their child;
- Be prepared to discuss the issue in an open, respectful and considerate manner;
- Be aware that the school is unable to discuss details about other students and their needs, and
- Think about what an acceptable outcome would be for themselves and their child.

## **5. MONITORING, REPORTING AND REVIEW:**

The Issues Resolution policy 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.

The School will:

- Attempt to resolve the issue promptly, as soon as possible after the issue occurs;
- Provide complete and factual information about the issue;
- Maintain and respect the privacy and confidentiality of all parties;
- Acknowledge that the common goal is to achieve an outcome acceptable to all parties;
- Act in good faith and in a courteous manner;
- Show respect and understanding of each other's point of view and value difference rather than judge and blame;
- Resolve issues in accordance with due process, principles of natural justice and the regulatory framework of Department of Education and Training;
- Provide feedback that shows that the issue has been heard and that it has been addressed;
- Parents are invited to provide feedback to the Principal throughout the year; and
- Invite parents to provide feedback to the Principal throughout the year.

## **6. RELATED POLICIES:**

- Bullying and Harassment Policy
- Student Engagement and Inclusion Policy

## **7. REFERENCES:**

- DET Before Making a Complaint  
<http://www.education.vic.gov.au/school/parents/complaints/Pages/before.aspx>

## **8. REVISION HISTORY:**

This policy was ratified by School Council on 6th September, 2021.

It will be reviewed as determined by School Council or every 3 years.