

Flemington Primary School

Issues Resolution Policy

DRAFT



1. PURPOSE AND RATIONALE:

Children learn best when families and school work together as a partnership. FPS values open communication with our families and we are committed to understanding and appropriately addressing any problems that may arise. This policy explains how parents/carers can work with the school to resolve issues, concerns and complaints.

2. POLICY STATEMENT:

- To provide a safe and supportive learning and working environment.
- To build positive relationships between students, parents/carers, teachers and other staff.
- To provide guidance on how to raise an issue, concern or complaint, and on the procedure that should be followed to provide a timely and effective response and resolution where required, in a fair and respectful way.

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:

Process for raising issues, concerns and complaints with the school

- Parent/carers should approach classroom teachers to resolve issues or concerns relating to student learning and specific student incidents in the student’s class.
- Parent/carers should approach Collaborative Team Leaders (year level coordinators) to resolve issues or concerns when students from other classes are involved or if the matter relates to all of the grades in that level.
- Parent/carers should approach members of the Leadership Team (Assistant-Principal or Principal) to resolve issues or concerns that have not been dealt with successfully by the classroom teacher or Collaborative Team Leader.
- Issues or concerns relating to staff members, complex student issues, school policy or management can also be made directly to members of the Leadership Team, or may be referred to them by classroom teachers or Collaborative Team Leaders.
- If your issue or concern is about the Principal and you do not want to raise it directly with the Principal, you can contact the Department of Education and Training’s [regional office](#).

Guidance for raising issues, concerns or complaints

Before approaching a student's teacher or other school staff, **parents/carers** should:

- be clear about the issues you want to discuss, and be prepared to discuss them in an open, respectful and considerate manner
- focus on the facts and the things that affect your child
- be aware that the school is unable to discuss details about other students and their needs
- remember you may not have all the facts yet
- think about how the matter could be resolved (being realistic about what the school can do).

When working through a complaint, **everyone** must:

- listen to each other's views
- work towards a solution
- be cooperative, respectful and kind
- respect people's privacy and keep things confidential

The **school** will:

- attempt to resolve the issue promptly, as soon as possible after the issue is raised
- follow legislation (the law), Department policy and the code of conduct for Victorian public sector employees
- maintain and respect the privacy and confidentiality of all parties
- provide feedback that shows that the issue has been heard and that it has been addressed

Escalation

As per the [Department of Education and Training's advice](#), before making a complaint, parents/carers should first raise the matter with the student's teacher or other staff, as outline above. If a parent/carer is not satisfied that their complaint has been resolved by the school, or if their complaint is about the Principal, then the complaint can be referred to the South Western Regional Office by contacting 1300 333 232 or swvr@edumail.vic.gov.au.

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.

6. **RELATED POLICIES:**

- Bullying and Harassment Policy
- Student Engagement and Inclusion Policy

7. **REFERENCES:**

Raise a complaint or concern about your school

- <https://www.education.vic.gov.au/parents/going-to-school/Pages/school-complaints.aspx>

8. REVISION HISTORY:

This policy was ratified by School Council on XXXXX, 2021.

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