ROWVILLE PRIMARY SCHOOL

DEECD International CRICOS Code – 00861K

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

**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 approach the relevant classroom or specialist teachers to resolve issues relating to student learning and specific student incidents in the teachers' class.
Parents should approach the following Teacher 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.
Teacher Leaders for 2019:

- Helen Connell F-2
- Jennifer Mastorakis 3-6

Parents should approach Assistant Principal Tiffany Dempster to resolve issues that have not been dealt with successfully by the teacher or the Teacher Leader. Issues relating to staff members or complex student issues can also be referred to the Assistant Principal.
Parents should approach the Principal to resolve issues that cannot be resolved by the Assistant Principal and issues relating to school policy, management, staff members or complex student issues.

**Procedure:**

When you approach the school or child's teacher:

- be clear about the topic or issue you want to discuss
- focus on the things that genuinely affect your child
- be prepared to discuss the issue in an open and calm manner
- think about what an acceptable outcome would be for you and your child

**Expectations:**

The school will:

- attempt to resolve the issue promptly, as soon as possible after the issue occurs
- resolve issues in accordance with due process, principles of natural justice and the regulatory framework of the Department of Education and Training
- provide feedback that shows that the issue has been heard and that it has been addressed

The school, parents and guardians will:

- 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
- Ensure that our actions support a safe working environment for students, teachers, school staff, parents and guardians.

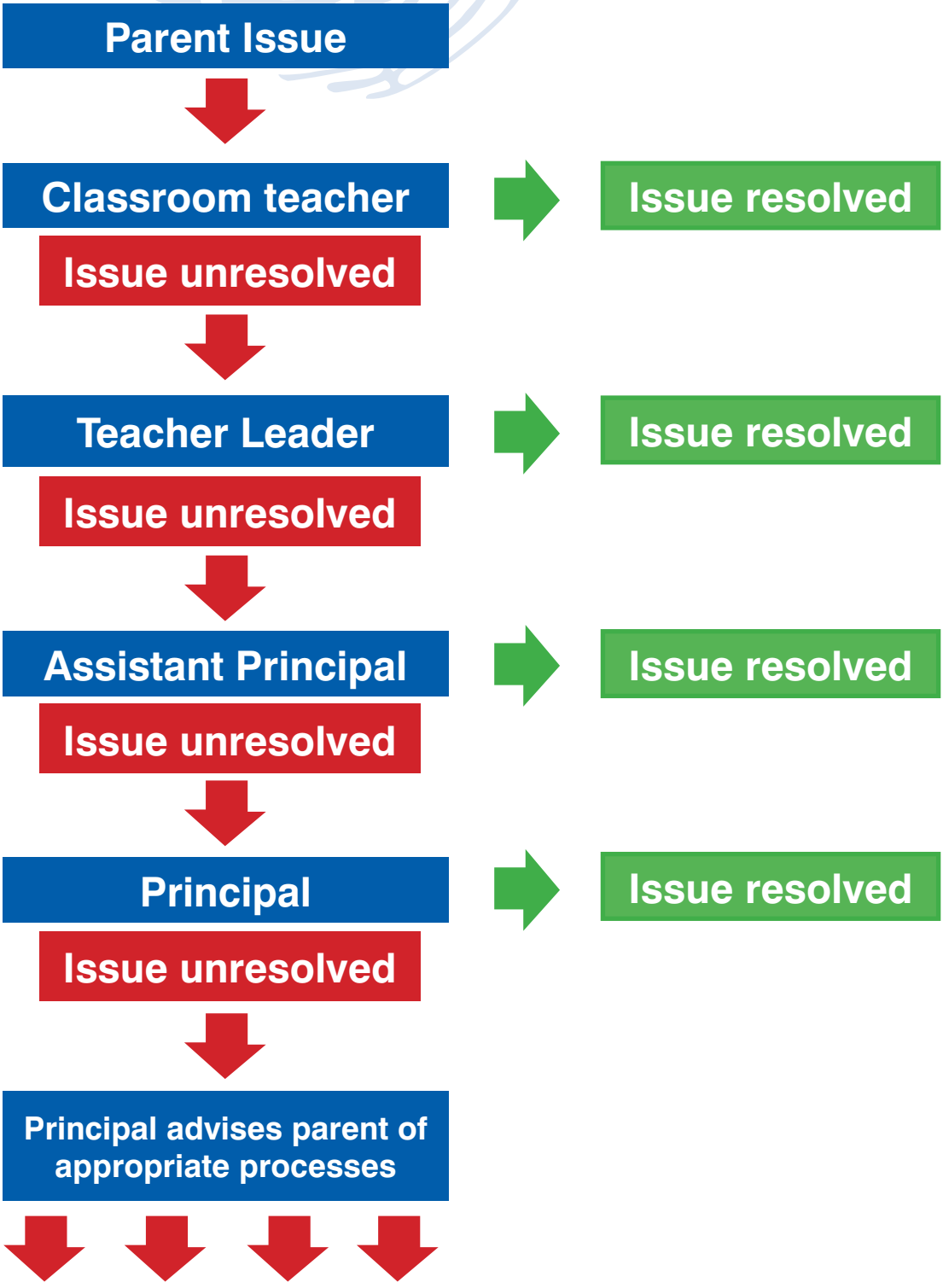
**Implementation:**

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.
Parents can contact the Department of Education to escalate the issue if not resolved at school level.

**Evaluation:**

Parents are invited to provide ongoing feedback to the principal via the school's email rowville.ps@edumail.vic.gov.au throughout the year.
How can we strengthen the policy?
Feedback from teachers will be sought.

# Issues Resolution Policy




*This policy was ratified at School Council on 27th February 2019 and will be reviewed in February 2020.*

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