

## **Williamstown Primary School Issues Resolution Procedure**

### **Authorisation**

The policy was re - adopted at Williamstown Primary School Council meeting on 15.06.2004

### **Review date**

This policy shall be reviewed in 2006 or updated before if required.

### **Rationale**

In any organization issues and grievances will arise which need to be resolved. This document outlines the procedure for managing these issues so as to bring about improved outcomes for all parties.

### **Context**

This Issues Resolution Procedure focuses on issues involving parents and the school. Typically these issues concern individual children and fall into the following categories – social and/or academic progress, teacher/child relationships, class and playground behaviour, access and opportunity for student participation.

### **Aim**

At Williamstown PS we believe that through communication, mediation and conflict resolution all parent/school issues can be resolved and better outcomes achieved for all parties.

### **Implementation**

The following guidelines should be followed to resolve issues arising between the school and parents.

- The first point of contact should be between the parent and the teacher involved. An appointment time should be arranged convenient for both parties and notice of the general nature of the issue outlined prior to the meeting. It is important for both parties to be open, positive and casual, and aim for an amicable and speedy resolution.
- If the initial meeting is unsuccessful in realising a suitable resolution a further meeting should be organised involving the original parties and a senior staff member, ie co-ordinator, sub-school leader, Principal. At this point it is recommended the issue or complaint be submitted in writing. Simple point form is encouraged.
- Further meetings and monitoring of the resolution may be scheduled.
- At any time in the process either party may have an advocate.
- Minutes of the meetings should be kept and distributed to all parties involved.
- Confidentiality is an important aspect of the issues resolution process and it is expected that both parties restrict their comments and opinions to the process.
- Not all issues will be resolved to the complete satisfaction of all parties. Compromises are commonplace and need to be accepted.
- Parents unhappy with a resolution may approach a Parent School Council Representative for further discussion or may contact the Regional Office.

- School Council will only act on issues if they are satisfied that the issue resolution procedure has been followed and the issue is considered by School Council to be unresolved.

The following guiding procedure and questions should assist in working towards a positive resolution of an issue. This approach should be adopted at all levels of the issues resolution procedure.

*At the beginning of the process* both parties should state their concerns and the outcome they are wishing to achieve.

Key question

Has school policy and practice been followed?

If yes -

If policy, the document should be produced and discussed.

If practice, it may need to be clarified and explained and further examples cited.

If no –

Need to explain the reasons for varying the policy or practice and move towards an implementation of policy or practice if applicable.

If no policy or practice is current there will be a need to explain on what basis certain action was taken.

Any resolution must take into account school policy and practice and should only vary from these if special circumstances exist.

At times, changes to policy and/or practice may be required as a result of the issue resolution. These changes must involve the Principal and all other stakeholders.

If errors or misinterpretations have occurred, apologies are important to successful resolution.

### **Evaluation**

Annual review of recorded issues and analysis for trends. Reports to School Council in the Annual Report.

## Issues Resolution Flow Chart

