

Issues Resolution Policy and Guidelines

Policy

This policy provides the guidelines for the School's responsibilities in relation to issues resolution and will be adhered to in accordance with procedural fairness and code of conduct protocols, relevant industrial agreements and other related school policies.

Complaints/concerns on management or educational issues in the school are to be dealt with efficiently, fairly and respectfully so appropriate resolutions can be achieved.

The principle aim is to handle concerns effectively in a spirit of co-operation as soon after any incident(s) as practicable.

Issues Resolution Guidelines for Parents

Kamaroi School has a commitment to resolving issues of concern brought to our attention. Matters raised will be evaluated and worked with as promptly as possible.

The education of children is enhanced when the school can function in a free flowing exchange between parents and staff: thus parents are encouraged to approach the school with concerns at the earliest possible time.

When parents bring concerns to the school confidentiality will be maintained when appropriate. The 'steps' outlined below will involve only as many people as is thought necessary to deal thoroughly with any matter.

Step 1

The class teacher is the first "port-of-call" for all concerns regarding student educational, social and behavioural matters.

Parents should arrange a meeting *sooner* rather than later, to facilitate early resolution to the satisfaction of all.

Step 2

If not resolved by Step 1, lodge the concern with the Principal who will suggest ways that the matter can be handled or determine what process is most appropriate to the circumstances.

For a formal and serious complaint an action timeline will be communicated to you in writing.

You should be aware that when a complaint is made in writing about the performance of an individual staff member, that staff member shall receive documentation of the complaint.

The Principal will notify the Kamaroi Board Chairperson, who will assist in resolution if the matter remains unresolved after a period of time which, in the opinion of the Principal, warrants such intervention.

If the Principal is the subject of complaint the Chairperson of the Board of Directors should be contacted for assistance in resolving the issue.

Responsibilities

Aggrieved Person

To bring their concern at an early stage and with an approach that facilitates constructive problem solving.

Board of Directors

The role of the Directors is one of providing information and advice where requested by the Principal and, if necessary, undertaking a role in the resolution of complaints at the school level.

In the first instance, the Board Chair will be notified if there is a dispute escalation.

The role of the Board Chair is to manage procedure according to best practice (see attachment) and to liaise with relevant bodies (e.g. AIS) if there are legal issues.

The Role of the Principal

The Principal has responsibility for the quality of industrial relations at the school level, which includes the prevention and resolution of concerns, issues and conflicts. The school monitors its procedures in relation to issues and concerns and their effectiveness in their annual parent survey.

Concerns, Issues and Conflicts shall be handled:

- With confidentiality
- With impartially
- in a timely manner
- In accord with to a clear policy/procedure that everyone involved has been informed of.

In dealing with these matters the Principal may:

1. Obtain full information from the concerned party about their concern, with a clear articulation of the issue they want resolved.
2. Decide whether he/she is the appropriate person to continue handling the issue.
3. If yes, put the concern of the complainant to the subject person/people for their side of the story.
4. Decide whether the complaint is valid or not (this may involve talking with other witnesses)
5. Seek information and advice from relevant sources where applicable.
6. If the issue is deemed significant the Principal will record it on the issues register.
7. Decide how the complaint should be resolved (again, this may involve talking with others).
8. Act on the decision, informing both or all concerned parties what will happen and reasons for the decision.
9. Advise parties involved of other avenues available to them if dissatisfied with the outcomes.
10. Monitor the outcome for an appropriate period of time.
11. Liaise with Board Chair, relevant industrial and legal advisers where applicable.