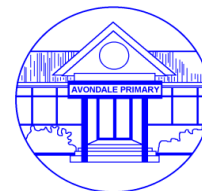


Issue Resolution Policy



Avondale Primary School 2018 -19

PURPOSE

The purpose of this policy is to:

- Provide an outline of the complaints process at Avondale Primary School so parents and members of the community are informed and can raise complaints or concerns arising at our school
- Ensure that all complaints or concerns are managed in a timely, effective and respectful manner.

SCOPE

This policy relates to complaints brought by parents, carers, or members of our school community and applies to all matters relating to our school.

In some limited instances, we may need to refer the complainant to another Department of Education and Training process where there are different mechanisms in place to review certain decisions, for example, expulsion appeals.

POLICY

Avondale Primary School is committed to continuous improvement and welcomes feedback. We value open communication with our parent community and commit ourselves to understanding complaints and addressing them appropriately.

We value strong relationships with families as they are in the best interest of all concerned and encourage open and positive relationships with our school community.

When addressing a complaint, it is expected that all parties will:

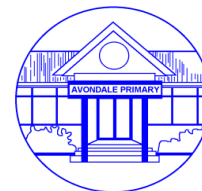
- Raise and discuss issues in a courteous and respectful manner
- Acknowledge that the goal is to achieve an outcome that is in the affected student's best interests and acceptable to all parties
- Act in good faith and respect the privacy and confidentiality of those involved
- Recognise that all parties, including the broader school community, have rights and responsibilities that must be balanced
- Recognise that schools and the Department may be subject to legal constraints on their ability to act or disclose information in some circumstances.

Preparation for raising a concern or complaint

Avondale Primary School encourages parents, carers or members of the community who may wish to submit a complaint to:

- Carefully consider the issues and be clear about what you would like to discuss
- Remember they may not have all the facts relating to the issues concerned
- Recognise you may not have all the facts yet
- Think about how the matter could be resolved
- Be informed by checking the policies and guidelines outlined by Avondale Primary School (see this website) and the department
- Be realistic about what the school can do

Issue Resolution Policy



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Complaints process

1. Concerns in the first instance should be directed to a child's classroom teacher.

Parents are requested to arrange a meeting time with classroom teachers that is mutually acceptable and not during instructional teaching time.

Allow some time for your issue to be considered.

Discuss how the complaint can be resolved with the teacher. Where possible, school staff will work with you to ensure that your concerns are appropriately addressed.

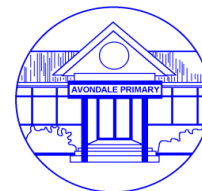
2. Where concerns have not be resolved with the teacher, you may then wish to make a formal complaint to the Assistant Principal- Joe Scarfo, Student Welfare Coordinator- Carol Broadhurst, or Paul Mulroyan- Principal.

If a formal complaint has been made, depending on the nature of the complaint raised, our school will first seek to understand the issues and will then convene a resolution meeting with the aim of resolving the complaint together.

Resolution Meeting Process

1. **Complaint received:** Please either email, telephone or arrange a meeting through the front office with the Assistant Principal, Welfare Coordinator or Principal, to outline your complaint so that we can fully understand what the issues are. We can discuss your complaint in a way that is convenient for you, whether in writing, in person or over the phone.
2. **Information gathering:** Depending on the issues raised in the complaint, the Principal, Assistant Principal or nominee may need to gather further information to properly understand the situation. This process may also involve speaking to others to obtain details about the situation or the concerns raised.
3. **Response:** Where possible, a resolution meeting will be arranged with the Assistant Principal/Principal to discuss the complaint with the objective of reaching a resolution satisfactory to all parties. If after the resolution meeting we are unable to resolve the complaint together, we will work with you to produce a written summary of the complaint in the event you would like to take further action about it. In some circumstances, the Principal may determine that a resolution meeting would not appropriate. In this situation, a response to the complaint will be provided in writing.
4. **Timelines:** Avondale Primary School will seek to acknowledge receipt of your complaint as soon as possible (usually within 48 hours) and resolve complaints in a timely manner. Depending on the complexity of the complaint, Avondale Primary School may need some time to gather enough information to fully understand the circumstances of your complaint. We will endeavour to complete any necessary information gathering and hold a resolution meeting where appropriate as soon as possible. In situations where further time is required, Avondale Primary School will consult with you and discuss any interim solutions to the dispute that can be put in place.

Issue Resolution Policy



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Resolution

In every instance Avondale Primary School aims to reach an appropriate resolution to parent or school concerns. In most instances a concern may be resolved by:

- A clarification of facts or circumstances
- The opportunity to communicate a point of view
- Directing concerns towards problem solving, “what needs to happen to make things right?”

In certain circumstances resolution may involve

- A student apology or expression of regret
- A modification of a decision
- Offering the opportunity for student counselling or other support
- Other actions consistent with school values and Behaviour Management Policy

In every instance the focus of a meeting would be to support the student, parent and school relationship, engagement and participation in the school community.

Avondale Primary School may, in some circumstances, ask you to attend a meeting with an independent third party, or participate in a mediation with an accredited mediator to assist in the resolution of a situation.

Escalation

If a parent or community member is not satisfied that their concern has been resolved by the school, or if their complaint is about the Principal, then the complaint should be referred to the South Western Region. Ask to speak to the community liaison officer, they will register your complaint and explain how they will consider it.

When working through a complaint everyone is expected to:

- Be considerate of others views
- Focus on a solution
- Act with cooperation, respect and courtesy
- Respect privacy and confidentiality

Issue Resolution Process

1. Speak to your school first. They are best equipped to resolve the issue.
2. Contact regional office and speak to the community liaison officer.
3. Contact central office if not satisfied with regional office response
4. Contact the Victorian Ombudsman if not satisfied with Central Office or Independent Office.

Avondale Primary School may also refer a complaint to South Western Region if we believe that we have done all we can to address the concern. For more information about the Department’s *Parent Complaints* policy, including the role of the Regional Office, please see: [Parent complaints policy](#).

FURTHER INFORMATION AND RESOURCES

- Avondale Primary School *Statement of Values* – see website.
- Parent Code of Conduct

Issue Resolution Policy

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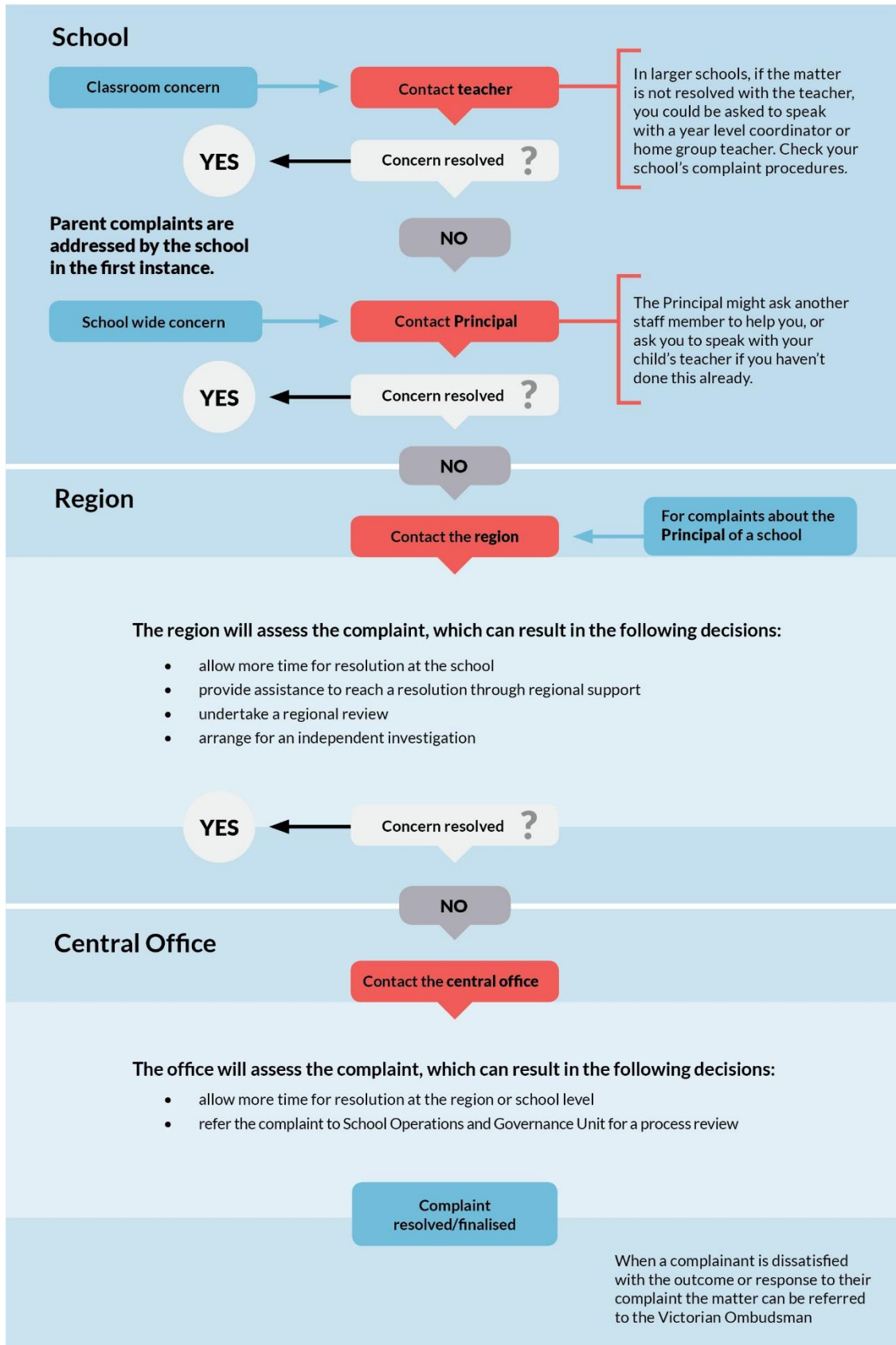
- Respect for School Staff Policy

Issue Resolution Policy

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PARENT COMPLAINT FLOWCHART



Issue Resolution Policy

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REVIEW PERIOD

This policy was last edited in November, 2018 and is scheduled to be reviewed in Term 4, 2019.