

RESOLVING PROBLEMS IN CONSTRUCTIVE WAYS

There will be occasions when parents/carers, students or staff have concerns about particular aspects of the school program. With this in mind we offer the following guidelines and process for resolving issues constructively.

Guidelines for Constructive Resolution

1. Positive relationships really help in resolving problems.
2. Our school has a commitment to creating a successful and supportive learning environment.
3. Courtesy between people helps build good relationships and encourages positive outcomes.
4. Staff, parents and children have a right to feel safe and secure in the school environment.
5. Parents have a right to discuss their child's progress with teachers and to raise concerns. We encourage you to do so at an early stage at a mutually agreed time.
6. We encourage our parents, students and school staff are encouraged to work as a team to resolve issues and develop constructive plans to improve student success. This may include issues relating to relationships, behaviour, the school grounds or curriculum subjects.
7. A teacher's main role is directed at teaching children and delivering the educational programme.
8. Teachers will willingly deal with minor inquiries before and after school but are not expected to deal with more complex issues without notice. If the

matter is urgent and the teacher is unable to assist, the deputy or principal may deal with the issue.

THE RESOLUTION PROCESS

If you have a concern

Step 1.

- Contact the most relevant person (ie for classroom issues - the class teacher) to arrange an appointment at a mutually convenient time so you can discuss the matter without distractions.
- Let them know the issue beforehand, this will ensure they are fully prepared should more information be required for your meeting.
- If you can't speak directly to the teacher, contact the office staff to make an appointment

Making an appointment ensures the most productive use of the time available – sometimes it may be valuable that a senior staff member is present at the meeting.

Step 2.

- At the meeting clearly explain what is worrying you, why you consider it to be an issue and the effect it is having on you and/or your child. Work towards a resolution that is satisfactory to all parties. If a parent, student or teacher feels that an issue which has been raised is still unresolved, this should be stated at the conclusion of the meeting.

Step 3.

- If you are still dissatisfied with the outcome of the meeting, phone or write to the Principal or Deputy Principal about your concerns. If they do not receive further information they will assume that the issue is resolved.

Step 4.

- If the problem is still unresolved a further meeting will be arranged between parents/caregivers, principal & teacher involved.

Step 5.

- Contact the Assistant Regional Director only if the above steps do not lead to a satisfactory outcome and you wish to pursue the matter further.

Assistant Regional Director: Michele Spencer

Address: Adelaide South Regional office
Noarlunga House
Colonnades
Phone: 8207 3700

The expectation of the Assistant Regional Director will be that the above steps have been followed.

Please Note: At any stage throughout this process there may be value in a follow-up meeting to share successes or ongoing concerns.

Some Tips for Students

When you need help to fix a problem:

1. Think about which adult can help
2. Talk to them and ask for help
3. Talk to your parents

An assertive statement sounds like:

I feel (annoyed, embarrassed, hurt, angry)

When you(take my things, hurt me)

and I want(people to ask when they borrow things/ play fairly)

YOUR VOICE TONE

- CALM
- CLEAR
- SERIOUS
- NO BLAME

YOUR BODY

- SERIOUS FACE
- STILL
- STRONG
- EYE CONTACT
- FACING PERSON

THE COOL WAY IS TO

- Plan what you need to say
- Speak calmly but firmly
- Listen
- Focus on a win/win
- Be willing to compromise
- Be Honest

IMPORTANT POINTS

Confidentiality and Constructive Criticism

It is important that concerns are kept confidential and although at times you may wish to seek support from friends or an advocate, it is very important to do so wisely.

When a student is participating in a resolution meeting it is important that everyone works together as a team to develop creative solutions.

Members of Governing Council can support parents on school policy, however concerns about individual situations are referred to the school leadership team.

Constructive criticism is supportive when it attacks the problem not the person and is based on evidence.

ABOUT GRIEVANCES

- Most grievances are based upon misunderstandings and can be resolved through clear communication and creative problem solving.
- Concerns and grievances that are resolved successfully create a stronger and more supportive learning community.



SEACLIFF SCHOOL GRIEVANCE PROCEDURES FOR PARENTS, STAFF & STUDENTS

**At SEACLIFF Primary School,
we SUPPORT a range of
OPEN and POSITIVE
SOLUTIONS
to CONFLICT.**

ADDRESS: Barwell Avenue,

PHONE: 8296 1950

FAX: 8296 5729

EMAIL: principal@seacliff.sa.edu.au