



Resolving issues respectfully at school

Port Wakefield Primary School

The below information provides guidance to parents, caregivers and families on how to raise and discuss school related issues respectfully. For further details on Port Wakefield Primary School grievance procedure visit our website - www.portwakefieldps.sa.edu.au

Talk to your child

- Ask your child questions (who, what, where, when, how) to find out more information on the issue.
- Use this information to decide if your child can resolve the issue themselves or if support is required from the school.
- Providing your child opportunities to resolve a problem themselves helps build problem solving skills and resilience.

Talk to your child's teacher about academic or social issues

- Adequate time isn't provided during drop off and pick up to discuss concerns in detail, contact your child's teacher to organise a time to discuss your concerns.
- Through this discussion, you can both establish a plan and best course of action for your child.
- The teacher may provide recommendations on how you can support your child at home or provide information about additional support your child can access through the school.

Talk to your school office administration staff about general school issues

If you have a general issues or concerns, get in touch with the school office to receive assistance, they can connect you with the most appropriate staff member to help resolve the issue. Please remember to remain calm and respectful when talking about your concerns will ensure your point of view and concerns are heard.

Talk to your school leadership team if the issue you have raised is still unresolved

- Make an appointment to discuss the issue further with the Principal, Peter Mitchinson, if it remains unresolved.
- Contact details: 08 8867 1012

Useful tips

- Remaining calm and respectful when talking about your concerns will ensure your point of view and concerns are heard.
- Keep an open mind and be aware that there may be different views and perspectives on the situation.
- Sometimes an issue cannot be immediately resolved as further information needs to be obtained first, be patient and calm. The school will provide you with a response as soon as possible.
- When raising a concern, state the facts and have a clear idea of the outcome you want.
- Where possible, do not raise school related issues about another child directly with the child or their parents. Discuss these issues with school staff to receive support and assistance in resolving the issue.
- Consider raising your issue in writing via email, this will ensure all your concerns are discussed and gives you the chance to provide more detail. Sometimes when discussing issues in person emotional responses can distract from addressing the real issues.
- Consider the use of a support person or advocate to assist you with this process.

Further support

If this issue is still not resolved contact the Customer Feedback Team, they will liaise between Port Wakefield PS and yourself to help explore appropriate options for a resolution.

- Phone: 1800 677 435

Go to: [Feedback and complaints about a school or preschool \(education.sa.gov.au\)](http://education.sa.gov.au)