COMMUNICATION PATHWAYS AND STEPS FOR RESOLUTION OF ISSUES FOR PARENTS.

This policy is specifically for use by users of the school’s services, i.e. parents and parents as advocates for their children, and is not an appropriate forum for members of staff. Resolution of such matters should be directed through the Industrial Relations framework.

In the instance where an issue warrants police involvement such as assault, theft, possession of illegal substance, harassment, or child protection issues; the procedure below is no longer relevant. The involvement of the police must be handled through the Managers on behalf of the Board of Governors.

We strive to resolve educational or management issues in the school expeditiously and fairly so appropriate resolutions can be achieved.

Many issues and disputes can be resolved informally. The procedures below outline how issues may be resolved through the informal and formal processes. As far as is practical an issue of concern should be dealt with as close to the source as possible.

PROCEDURE:
The aim of these procedures is:
To handle the issue effectively in the spirit of procedural fairness
    As quickly as possible
    In a solution oriented way
    With confidentiality
    With due respect for natural justice

Step 1 – Informal Process:
In this phase of the process the School Management will act as a gateway to direct appropriate resources to the resolution of issues raised and will not assume responsibility for resolution of the issues.

Where an issue concerns a teacher or education matter it is best to approach the teacher or class teacher/guardian. If this is not possible or is unsuccessful then the parent should contact the Education Manager who will listen to the issue and refer the matter to the appropriate person or body for resolution.

Where an issue involves a member of the Administration staff or an administrative matter, it is best to approach the staff member involved. If this is not possible or is unsuccessful, then the parent should contact the Business Manager who will listen to the issue and refer the matter to the appropriate person or body for resolution.
If the matter concerns the School managers, the Chair of the Board of Governors should be contacted.

If the matter concerns the Chair of the Board the Vice-Chair should be contacted. The Vice-Chair of the Board of Governors will listen to the issue and refer the matter to the appropriate person or body for resolution.

If resolution has not been found through this informal process, follow Step 2.

Step 2 – Formal Process:
In the event that the informal processes of step 1 do not provide a solution to the satisfaction of the individual raising the issue, that person may choose to lodge a NOTIFICATION FOR FORMAL RESOLUTION OF AN ISSUE form (see attached).

The deliberations, actions recommendations and documentation resulting from the Formal Process will be recorded in the files of the Resolutions Committee.

The Resolutions Committee will be comprised of the School Managers, the Chair of the Board of Governors and a single member of the Panel of Conciliators chosen by the individual making application for formal resolution. The Panel of Conciliators will consist of at least three members appointed by the Board.

Where the issue directly concerns one of the Managers or the Chair of the Board of Governors that individual will vacate their position on the Resolutions Committee and that position shall remain vacant for the duration of the resolution process.

If resolution has not been found through this formal process, follow Step 3.

Step 3 – External Mediation:
Where the person raising the issue remains unsatisfied with the outcome of step 2 they may petition the Board of Governors in writing to consider independent external mediation of the issue by an appropriately qualified mediators such as from the AIS mediation service, SEA support service, Interrelate, LEADR, etc.

Furtherance of the issue to step 3 will be at the discretion of the Board of Governors and their determination will finalise the matter.