



Resolving Issues Respectfully at Highland Reserve State School

Information for parents and families

CHILD SPECIFIC

1 Talk to your child

Ask your child questions (who, what, where, when, how) to clarify the issue. This can give you the idea of whether your child is able to find their own solution to a problem, or if staff intervention is required. One of the skills children need to develop to operate in the world is to solve their own problems if they can, and adults play an important role in modelling how to do this effectively.

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

If you are concerned about your child's academic progress or school work, the teacher may be able to suggest ways to help your child at home or help access additional support at school. If your child is experiencing persistent social issues, make an appointment with your child's teacher as soon as possible. Together, you and your child's teacher should be able to resolve the issue calmly and respectfully.

3 Talk to the relevant Deputy Principal or Principal if the issue remains unresolved

If you have approached your child's teacher and your issue remains unresolved, make an appointment to see the relevant Deputy Principal to discuss the issue further. The Principal will also be available if necessary.

GENERAL

Talk to the school office administration staff about general school issues

If you have a general issue – for example, having difficulty paying school fees or have questions about a school proves – you can get in touch with the school office administration staff to calmly discuss the issue and find a workable solution.

Talk to the school P&C association about services managed by the P&C

If you wish to discuss the services that are offered or managed by the P&C at our school, you should speak to the P&C Executive in the first instance. Attendance at P&C meetings is also welcome to discuss relevant topics.

Other useful tips for resolving issues related to the school

- Remain calm and be respectful towards school staff when raising an issue with them.
- Try to keep an open mind and accept that multiple views reflect different perspectives.
- Remember schools are busy and complex places, and sometimes it may take time to resolve certain issues.
- Have a clear idea of the outcome you are seeking and communicate this desired result. If an agreed solution isn't working, discuss your option with school staff.