



...through a mindful approach to learning

Guideline for Dealing with Issues for Parents and Caregivers at Westbourne Park PS

At Westbourne Park Primary School we work in partnership with our community to provide a learning program which aims to cater for the needs of all students. It is only natural that, at times, problems may occur. This document outlines guidelines for parents/caregivers when dealing with issues. At all times privacy and confidentiality must be maintained.

1. Identify and clarify what the issue is. Write the issue down and ensure that you are clear, concise and factual. This will help you remain rational, calm and keep focus on the issue/s.
2. In the first instance you should always contact the staff member concerned and arrange a time for a meeting. Please do not bring up the issue during the busy morning and afternoon routines. If you do bring up the issue at this time the staff member will ask you to make a more suitable time to meet where you can both give the meeting the attention it deserves.
3. Be calm and non-threatening with a view to working together to resolve the issue. Present clear, factual and detailed information about your issue and what you hope to achieve. Minor issues may be resolved quickly and easily. More complex issues may require time to resolve.
4. If, after meeting with the staff member, you believe the issue remains unresolved please contact a member of the Leadership Team. You should only go to the Leadership Team first if you do not feel comfortable approaching the staff member.
5. A member of the Leadership Team will meet with you, listen to and document the issue and may then convene a meeting between you and the staff member to work through the issue/s. A plan of action may be developed.
6. If, after a reasonable period of time, the issue is still unresolved, you may refer it back to the Leadership Team or contact the DECD Complaints Unit.

When issues arise, there are usually explainable, reasonable and understandable reasons behind them. With due respect for the dignity of all people involved, issues should be resolved through open, honest, factual and respectful communication with concerned parties. 'Carpark gossip' damages the good name of staff, other parents and children.