



Communication Pathways Policy and Procedure

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 Principal or on behalf of the Board.

Policy

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 and with respect
- With due respect for natural justice

Step 1 – Informal Process

In this phase of the process the Principal 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 directly. If this is unsuccessful then the parent should contact the Principal 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 unsuccessful, then the parent should contact the Principal who will listen to the issue and refer the matter to the appropriate person or body for resolution. If the matter concerns the Principal, the Chairperson of the Board should be contacted.

If the matter concerns the Chairperson of the Board the Secretary should be contacted. The Secretary 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 written statement of the grievance with the Principal.

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

The Principal will contact the person making the complaint within 7 days of receiving the written notification to arrange a mutually agreeable meeting time to discuss the issue and seek an agreed resolution. This process can involve further meetings to clarify and resolve the issue. A support person can attend. Any agreed resolution will be documented in a letter to the complainant.

Where the issue directly concerns the Principal, the Chairperson of the Board will convene the meetings and facilitate resolution of the matter.

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 Casuarina Board in writing to consider independent external mediation of the issue by an appropriately qualified mediator such as the AIS mediation service, SEA mediation 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.

Policy Name: Communication Pathways Policy	Date of Origin: 4-3-13
Responsible: Principal College of Teachers	Review date: Every 5 years or as legislation requires.
Location: Registration Folder Teacher Information Folder Volunteers Folder Parent information Folder	Attachments: Notification for Formal Resolution of an Issue by Parents/Guardians
Last Updated: 18-2-2018	By Whom: Principal