



CONFLICT RESOLUTION

Golden Grove Lutheran Primary School is a Christ-centred school where individuals should feel safe to express their points of view openly and constructively. St Paul's analogy of the church as a human body (1 Cor 12:12 - 27) serves well as a picture of all members of a community actively working together for the common good.

In any organisation that involves people, concerns regarding educational, behavioural or school environment issues may arise from time to time. It is important to us that issues or concerns that you, as parents may have regarding your child's education are discussed and a positive resolution reached by all parties concerned.

Should a problem arise between students at school, it is appropriate for staff to handle the situation. If a parent is dissatisfied with the outcome, their first recourse is with the class teacher, then to the Deputy Principal, followed by the Principal.

The preferable first action is to make an appointment to talk to the relevant person, which in most instances is the class teacher. Make sure you have all the relevant facts and keep an open mind. When making the appointment let the person know what subject you wish to discuss, as this will facilitate the process. This procedure makes the most productive use of the time available – as the person is free to give you their full attention. This meeting will aim for resolution and you may wish to communicate further to discuss the impact of the resolution. If you consider that the issue you have raised is still unresolved, it is important that you state this to the person at the conclusion of the meeting.

If the issues are not resolved, make an appointment with the Deputy Principal or Director of PYP, Teaching and Learning. Let them know what subject you wish to discuss, as this will facilitate the process. Results of this meeting may include the situation being monitored, further discussions taking place with the people involved, and/or additional support for the child or family may be sought.

If you are still dissatisfied with the outcome of the meeting, please contact the Principal to discuss your concerns. If the school does not receive further information, it is reasonable for the issue to be considered resolved. If at this point you continue to have concerns, these should be communicated to the Principal who will try to resolve the situation. The expectation of the Principal will be that the above steps have been followed.

