

# Resolving Questions or Concerns: Parents and Staff

## **Resolving questions or concerns**

Steps for successful resolution of student achievement or wellbeing questions or concerns:

### **Step 1 – Email or face to face contact**

- Process to follow
- Who to contact

### **Step 2 – Formal meeting**

- Question or concern not resolved at Step 1
- Process for meeting

### **Step 3 – Facilitated meeting**

- Question or concern now an unresolved issue
- Who to contact
- Process for meeting

### **Step 4 – Mediation meeting**

- Unresolved issue needing mediation
- Mediation options

### **Step 5 – Further options**

- Support available

## **Serious Misconduct**

- Issues of serious misconduct
- Who to contact

## Step 1 – Email or face to face contact

<b>Process:</b>
Purpose is to <u>inform the relevant staff member</u> of the question or concern
Via e-mail or face to face meeting (at <u>appropriate time and place</u> )
Staff member aims to resolve question or concern successfully

<b>Question or concern relevant to:</b>	<b>Contact:</b>
<b>Classroom</b>	<b>Classroom teacher</b>
<b>Team</b>	<b>Team Leader</b>
<b>School organisation</b>	<b>Relevant staff member in charge</b>
<b>School-wide</b>	<b>Principal</b>

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## Step 2 – Formal meeting

If question or concern not resolved at Step 1

<b>Process for meeting:</b>
Formal face to face meeting
Staff member to schedule meeting
Meeting minutes recorded, along with outcomes/actions arising
If meeting does not resolve question/concern try to meet again
If parent or the staff member is unwilling to meet again without facilitation, proceed to Step 3 immediately

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### Step 3 – Facilitated meeting

Question or concern now an unresolved issue

Unresolved issue with:	Contact:
TEACHER	Team Leader
TEAM LEADER	Deputy Principal
DEPUTY PRINCIPAL	Principal
OTHER STAFF MEMBERS	Principal
PRINCIPAL	BOT Chairperson

Process for meeting:
Formal face to face meeting scheduled, with facilitator (from above)
Parents invited to have 'support person' attend the meeting
Agenda and meeting structure circulated prior to meeting
Meeting minutes recorded and shared with all parties

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### Step 4 – Mediation meeting

Unresolved issue needing mediation

Mediation options:
The Team Leader, Deputy Principal, Principal or BOT Chairperson (facilitator in Step 3) to choose most appropriate option
<b>1. Facilitate another meeting between the parties concerned</b> (and respective support people)
<b>2. Engage another person to mediate</b> <ul style="list-style-type: none"><li>- a designated staff member</li><li>- an independent person</li></ul>

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## Step 5 – Further options

<b>Support available (in order):</b>
<b>1. Principal</b>
<b>2. BOT Chairperson</b>
<b>3. Ministry of Education</b>

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## Serious Misconduct

<b>Issues of serious misconduct address immediately with:</b>
<b>Principal</b> - when misconduct involves a staff member
<b>Chairperson of the BOT</b> - when misconduct involves the Principal or a BOT member

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