

### **Conflict Resolution**

Conflict, between students, will occur from time to time. The skills needed for resolving conflict effectively are complex. They involve managing feelings, understanding others, communicating effectively, developing options and making decisions. Parents and carers play an important role in helping children resolve conflicts. You can also play a critical role in establishing positive guidance that teaches children the skills needed to resolve conflicts effectively. Contact your child's teacher if you need to discuss the problem.

### **Complaints**

We take complaints seriously and try to resolve them in the most appropriate, efficient and confidential manner possible:

- If you or your child has a complaint about a student other than your own child you should raise it with your child's class teacher.
- Under no circumstances is it appropriate, or permissible, for parents to approach, speak to or question a child, other than their own, regarding an incident. To do so could be deemed a reportable offence. Communication should always be via the school.
- If you or your child has a complaint about a staff member relating to teaching and learning, the issue should first be discussed with the relevant teacher or the principal.
- If you or your child has a complaint about the inappropriate behaviour of a staff member towards any child or young person, your concern should be directed to the Principal and confidentiality must be maintained (see Child Protection).