



# Resolving issues respectfully at school

## Information for parents and families

A key priority of state school staff, parents and families is to foster a safe and healthy learning environment for all Queensland students. As a parent of a school-aged child, there may be times when issues arise that affect your child, for example a playground incident with another child or issues within the classroom. How those issues are handled

can make a significant difference to the learning and development of our students, and the positive environments we aim to create and nurture. The following information can assist parents, families and school staff to manage issues respectfully and reach an outcome that is in the best interest of the student.

### Talk to your child

Ask your child questions (who, what, where, when, how) to clarify the issue. This can give you an idea of whether your child is able to find their own solution to a problem, or if staff intervention is required. One of the skills children need to develop to operate in the world is to solve their own problems if they can, and adults play an important role in modelling how to do this effectively.

### Talk to your school P&C association about services managed by the P&C

If you wish to discuss the services that are offered or managed by the P&C at your school, for example Outside of School Hours Care (OSHC) or the tuckshop, you should speak with the P&C executive in the first instance. For more information please visit: [www.pandcsqld.com.au](http://www.pandcsqld.com.au)

### Talk to your child's teacher about academic or social issues

If you are concerned about your child's academic progress or school work, the teacher may be able to suggest ways to help your child at home or help you to access additional support at school. If your child is experiencing persistent social issues, make an appointment with your child's teacher as soon as possible. Together, you and your child's teacher should be able to resolve the issue calmly and respectfully.

### Talk to your school principal or leadership team if the issue remains unresolved

If you have approached your child's teacher or school office staff and your issue remains unresolved, make an appointment to see the school principal to discuss the issue further.

### Talk to your school office administration staff about general school issues

If you have a general issue — for example, having difficulty paying school fees or have concerns about a school staff member — you can get in touch with the school office administration staff to calmly discuss the issue and find a workable solution.

### Other useful tips for resolving issues related to school

- Remain calm and be respectful towards school staff when raising an issue with them.
- Try to keep an open mind and accept that multiple views reflect different perspectives.
- Remember schools are busy and complex places, and sometimes it may take time to resolve certain issues.
- Have a clear idea of the outcome you are seeking and communicate this desired result. If an agreed solution isn't working, discuss other options with school staff.