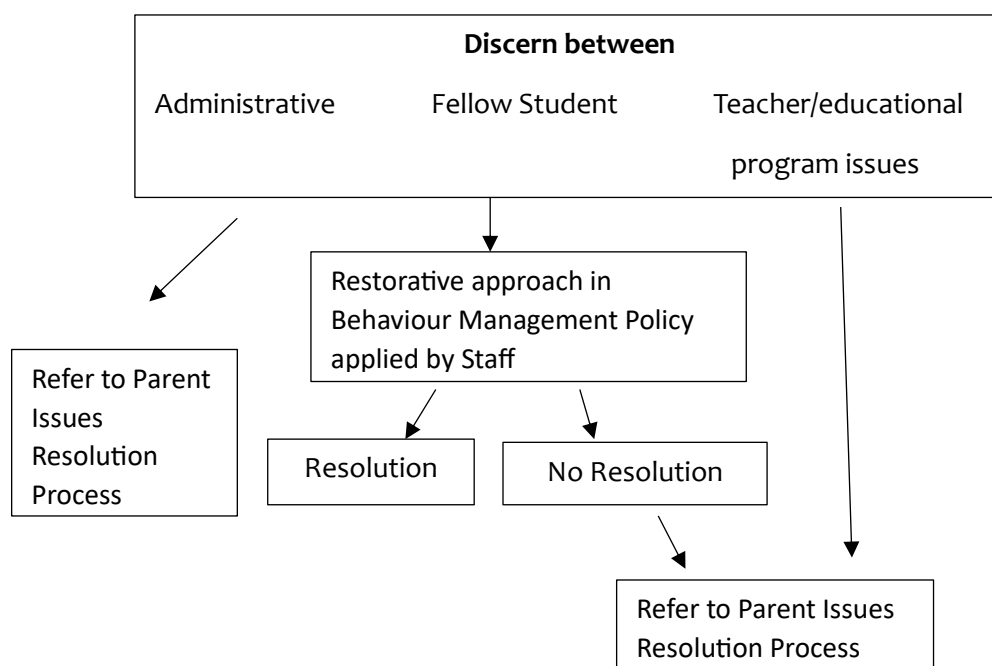


## STUDENT ISSUE RESOLUTION PROCESS

Our educational delivery at Tamar Valley Steiner School is dependent on our commitment as adults to clear channels of communication. We seek to teach children how to deal with issues constructive and in a developmentally appropriate way. To this end it is considered important to assist children to bring their concerns directly to the parties involved as a first step towards achieving resolution, through providing parallel support structures in recognition of the needs of the aggrieved child and other children involved. The restorative approach used at Tamar Valley Steiner school for conflicts between children is further outlined in our Behaviour Management Policy.

For kindergarten and primary school students, the school expects that parents or guardians will act on behalf of the child, utilising the Parent Issues Resolution Porcess, where issues are of a serious or ongoing nature or whenever the parent or guardian considers it is in the child's best interests.



The focus throughout this process is the safety and well-being of all children and young people.

Mediation can be sought at any step in the resolution process

Community members have the right to seek legal advice at any stage of the resolution process

Confidentiality is maintained as per the Complaints Management Policy and Procedure

This procedure summarises key communication steps as per the 2023 Complaints Management Policy and Procedure which can be viewed on our website.