

STUDENT ISSUE RESOLUTION PROCESS

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 Process, where issues are of a serious or ongoing nature or whenever the parent or guardian considers it is in the child's best interests.

For Secondary school students, the following process will apply unless the student's parents, the Class Guardian or School Chair consider the issue of major importance, when the Parent Issues Resolution Process will apply. The *Child Protection and Mandatory Report Policy and Procedures* and related policies continue to apply as appropriate.

As part of their evaluation of options for action, the School Chair and School Executive may, however, determine that the issues raised require independent investigation or arbitration.

What is the Complaint About?

