

CHILD FEEDBACK AND SOLUTIONS SEEKING POLICY

Introduction

Child Side School is committed to encouraging feedback and a solutions-based approach to any problems, issues, concerns, and complaints from Children.

Scope and Application

This policy applies to all children of Child Side School and is embedded in the culture and educational approach and practice of Child Side School. This policy will be reviewed and amended in accordance with Child Side School Policy on Policies and Policy Guidelines and Procedures Contents Schedule.

The use of the word child/children in this policy refers to students in the context of the school environment.

Related Legislation/Guidelines

- Guide to Registration Standards and Other Requirements For Non-Government Schools: Standard 9
- Privacy Act
- Are You Listening? Guidelines for making complaints systems accessible and responsive to children and young people

Related Policies/Guidelines

- Code of Conduct Policy
- Child Code of Conduct – Kindergarten – Yr6
- Young Adolescent Code of Conduct
- Guiding Children's Behaviour Policy
- Anti-Bullying Behaviour Policy
- Grievance Policy
- Child Protection Policy
- Anti-Discrimination and Harassment Policy
- Child Side Child Safe Organisation Framework

Policy Statement

Child Side School culture supports open communication and a solution-based focus when working with children whereby children's voices are heard in a supportive, nurturing learning environment and solutions are sought wherever possible. All issues, problems, concerns and complaints are taken seriously and responded to promptly and thoroughly ensuring that procedural fairness and cultural sensitivity is followed.

There is a process and form that accompany this policy whereby children can provide feedback, raise concerns, and seek solutions.

The Child Side Child Safe Organisation Framework, Child Code of Conduct Kindergarten – Yr6 and the Young Adolescent Code of Conduct should be read in conjunction with this policy when following the attached process and form.

Appendices

Appendix 1	Processes for Providing Feedback and Seeking Solutions
Appendix 2	Feedback and Solutions Form
Appendix 3	Feedback and Solutions Flowchart

Version Management

Version	Date Reviewed	Date Ratified	Changes Made	Author of Changes	Next Review Date
1	Oct 2018	28/11/2018	New policy	KM	Term 4 - 2019
2	July 2019	31/07/2019	Added flowchart and included wording in processes making reference to the Chairperson if a complaint is with a member of the leadership team	LF	Term 3 - 2022
3	Nov 2022	07/12/2022	Added reference to Child and Adolescent codes of conduct and the Child Safe Organisation Framework in related policies and policy statement	LF	Term 4 - 2025

Processes for Providing Feedback and Seeking Solutions

Children can provide feedback, raise concerns, make complaints and seek solutions through:

1. Talking with an educator or another trusted adult
2. Discussing at a class meeting time
3. Talking with one of or both of the Leadership Team (Leonie and Karron)
4. Talking with parents and asking them to provide support to discuss with educator or leadership team (can book a Learning Team Debrief LTD) and if the concern raised is with someone in the leadership team, then contact the Chairperson of the Governing Council.



We will follow this process to seek solutions:

Dispute/conflict/complaint

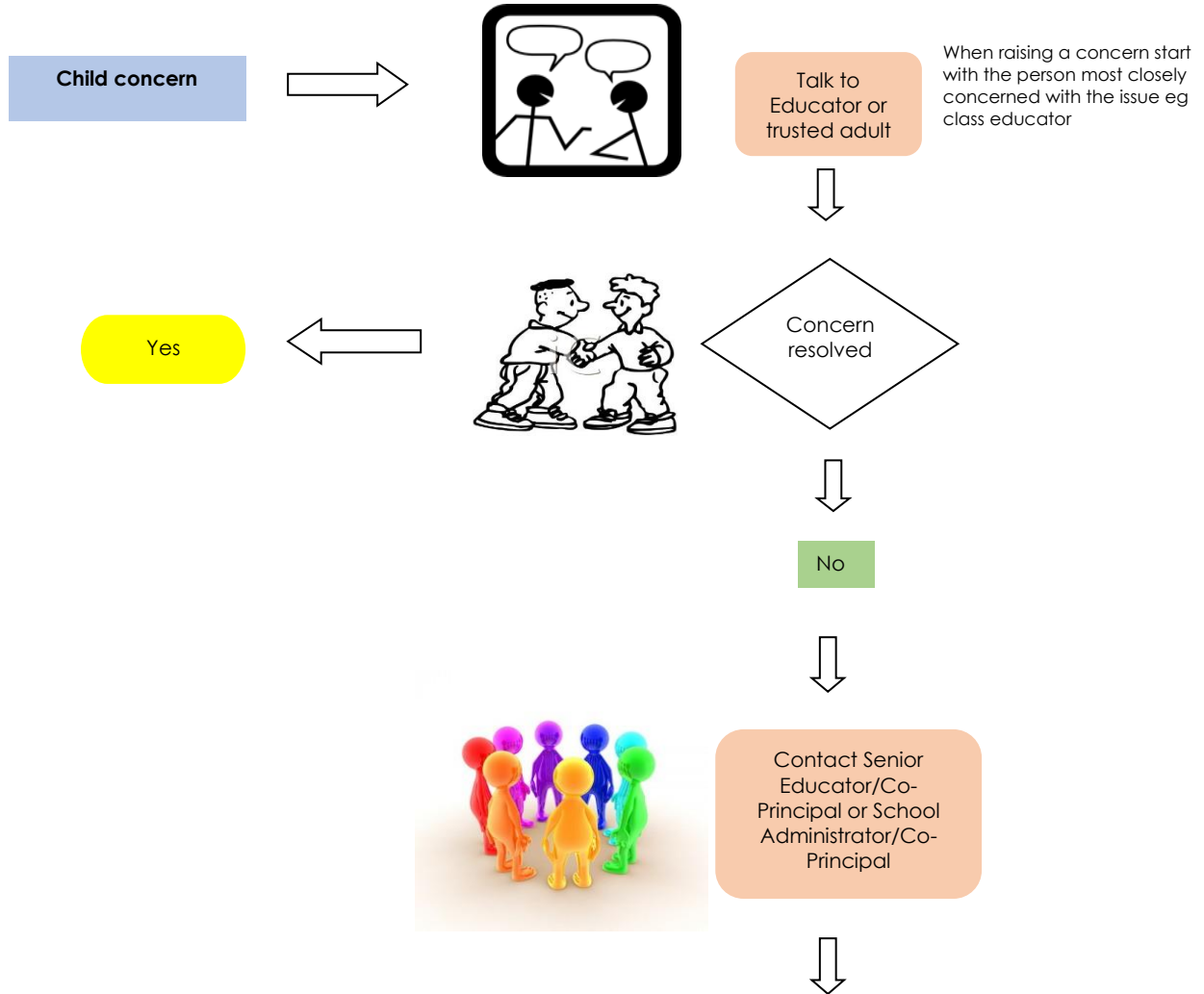
1. Listen Actively.
2. Respond to all issues.
3. Agree on actions and timelines.
4. Written record in 'Floor Book' on 'Feedback and Solutions Form', LTD proforma, or more formal format if required.
5. Follow up – if not resolved or solved make another plan with further actions.

Information relating to serious specific concerns or complaints will be kept confidentially on file and in the complaints register in locked cabinet in administration.

FEEDBACK AND SOLUTIONS FORM

WHO  	
DATE	
WHAT ??????????	
ACTIONS 1. 2. 3.	
TIMEFRAME	
FOLLOW-UP, REVIEW, FURTHER ACTIONS	

FEEDBACK AND SOLUTIONS FLOWCHART



The Senior Educator/Co-principal or School Administrator/Co-Principal will research and assess the complaint, which can result in the following decisions:

- Allow more time for resolution at the school
- Undertake an investigation and
- Ask parents and/or other parties to provide assistance to reach a resolution. If the concern involves a member of the leadership team then the Chairperson of the Governing Council can be contacted.

The Chair of the Governing Council will research and assess the complaint, which can result in the following decisions:

- Allow more time for resolution at the school
- Undertake an investigation and
- Ask the Governing Council to provide assistance to reach a resolution through Governing Council support and
- Arrange for an independent arbitrator or a mediator.