



Issue Management Policy

At Leichhardt State School we work in partnership with our parents and carers. We welcome suggestions and feedback from parents and community members and encourage open and honest communication.

There may be occasions when parents or community members are unhappy or unsure about issues and when this happens, it is best to sit and talk things through.

Under our Issue Management Policy, issues are to be dealt with in the following way:

- For issues related to curriculum, parents are to contact the student's teacher. If the issue is not resolved, parents have the option of contacting the Head of Department - Curriculum or Head of Special Education Services.
- For behaviour or behaviour management issues, parents are to contact the student's teacher. If the issue is not resolved, parents should contact the Head of Department - Behaviour. If still unresolved, parents have the option of contacting the principal.
- For any other issues, parents are to contact the school office via phone on (07) 3813 3222 or email admin@leichhardtss.eq.edu.au, and briefly outline the issue. Our Admin Staff will ensure a member of the Leadership Team addresses the issue as soon as possible.

Thank you in advance for giving us the opportunity to address issues as soon as they arise.