



This policy was last ratified by School Council in... **October 2015**

## **CONFLICT RESOLUTION POLICY**

### **Purpose:**

To provide a framework to help achieve cooperative and supportive working relationships between staff, students and parents.

### **Broad Guidelines:**

To create a whole school community that manages conflict constructively rather than destructively. To have community members utilise the procedures described to ensure that conflict resolution is enacted professionally and in accordance with school policy areas such as equal opportunity, anti-harassment / bullying , welfare and occupational health and safety policies.

### **Implementation:**

In the event of a conflict, the parties involved will attempt to resolve the issue professionally and privately using active listening and respect for differing opinions.

If a resolution is not achieved then a mediator, who is a member of the leadership team, a Principal class member from a local school or a professional mediator will be invited to mediate at the school level.

If a member of the leadership team or Principal class member from a nearby school is involved then a mediator should be sought using the resources of the regional Office (Senior Education Officer).

### **Basic steps in mediation**

1. Create the context – a comfortable and private space with uninterrupted time allocated.
2. Explain the purpose and process involved in mediation.
3. Listening to both sides without interruption.
4. Defining the issues without judgement.
5. Focus on the future and finding solutions.
6. Concluding with a shared agreement, possibly recorded. (refer to appendix A)

If mediation does not succeed, mediation will be sought at system level.

Where mediation does not resolve an issue, arbitration will be sought using advice from Conduct and Ethics and official DET procedures.

### **Evaluation:**

This policy will be reviewed every three years.

An example of an agreement between two parties who have had mediation

**MEDIATED RESOLUTION**

As a result of a mediation meeting, the signatories below agree to:

- Respect each other’s individual skills and strengths
- Support, without qualification, decisions made according to the established consultative processes
- To work effectively together to achieve the best possible outcomes for Roslyn PS
- Use an option for either person to call for an ‘agreed’ third person to be present for meetings over an issue
- To accept that once consultation processes have been enacted, the Principal has the right and the authority to give a direction
- To attain consensus on the outcomes of any ‘one to one’ meeting and establish a shared understanding of any implications
- To be prompt with all communication of all information relevant to each other’s role
- Act in strict accordance with the school’s Conflict Resolution Policy and DET policies relating to professional welfare and human rights

**Name**

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**Signed**

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**Date**

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