**Independent Office for School Dispute Resolution**

**Working with parents, students and schools to resolve issues through an independent simple and fair process.**

**How will the office complement the existing complaints process for schools?**

**GAIL MCHARDY**: By having an Independent Office you can bring experts to the table we’ll have members of panels like a panel pool and there’s been people that have been recruited with appropriate expertise so that gives Parents Victoria a lot of confidence that we can then instil confidence back into families, parents, and students that there will be appropriate people listening to this that have the skill and expertise in this space.

**JULIE PODBURY**: Australian Principals Federation often have matters that cause enormous difficulty for principals and or schools and or teachers and we are often involved in trying to find solutions. Along the way we think of it better to solve problems before they occur rather than actually having to get to this point but we’re there because our members need to be supported and this is a good outcome for them.

Who will ultimately benefit from the establishment of this office?

**JULIE PODBURY**: The student is the key beneficiary of the Office the student needs a quick simple and easy resolution to a difficult matter so they can get back to their education.

**GAIL MCHARDY**: Everyone in the Victorian Government school community will benefit from the Office unfortunately we do have some issues that do raise their heads some start as minor then lead to major. So from our perspective everyone benefits from this.

**Contact us:**

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