

## CATHOLIC SCHOOL COMMUNITY

Our school is a Catholic School committed to living the Gospel values of justice, love and reconciliation.

We aim to:

- ◆ Develop a positive and collaborative relationship between home and school.
- ◆ Welcome and value diversity of opinion.
- ◆ Inform the staff of the changing needs of students and families.
- ◆ Have clear and open communication within the community.

These guidelines have been developed collaboratively within the context of the Vision Statement for Sydney Catholic Schools<sup>1</sup>

### WHAT DO THE GUIDELINES APPLY TO?

These guidelines apply to concerns of parents and care-givers about:

- ◆ Children's learning, behaviour and welfare
- ◆ School organisation and management
- ◆ Student health and safety issues.

*Certain matters concerning Child Protection or other areas covered by specific legislation will be referred immediately to the relevant external agency.*

The **resolution of conflict** in every school community is vital to the well being and success of the school community.

**At our school we recognise that parents and caregivers must have access to processes that allow them to resolve concerns & complaints in a supportive conciliatory environment.**

### YOUR RIGHTS & RESPONSIBILITIES

Most concerns should be able to be **resolved informally**.

Any parent or caregiver has the right to raise a concern and have it **responded to promptly, fairly and without fear of repercussions**, according to principles of procedural fairness.

**Confidentiality** will be respected and maintained by all parties involved.

### WHAT IS THE PROCESS?

Some key elements of the Guidelines include:

- ◆ **Generally, issues involving an individual child should be raised first with the class teacher.**
- ◆ Where the issue involves the class teacher and the complainant is unable to resolve it directly with him/her the matter should be taken up with the Principal or Assistant Principal.
- ◆ Matters concerning school policy or management should be directed to the Principal or Assistant Principal.
- ◆ The guidelines contain clear timeframes for resolution.
- ◆ Where a matter cannot be resolved locally, it will be managed by Regional Catholic Education Office.

A copy of the Guidelines can be obtained from the School Office

November 2005

**Address**

**Phone:**

LOGO

# RESOLVING CONCERNS AND COMPLAINTS AT SCHOOL

## Information for PARENTS and CAREGIVERS



<sup>1</sup> Sydney Archdiocesan Catholic Schools Board, 2002. *Vision Statement for Catholic Schools*, pp.9-13

# PATHWAY FOR RESOLVING CONCERNS AND COMPLAINTS AT SCHOOL

( ↓ Indicates that the concern has not been resolved and the matter should move to the next step)

