

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 Schools¹

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.

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

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

St Agnes' Primary Matraville



RESOLVING CONCERNS AND COMPLAINTS AT SCHOOL

Information for PARENTS and CAREGIVERS



PATHWAY FOR RESOLVING CONCERNS AND COMPLAINTS AT SCHOOL

Parent/ Caregiver has a concern related to issues including -
 ♦ Children’s learning, behaviour and welfare ♦ School organisation and management ♦ Student health and safety

OR

Parent/ Caregiver has a concern that -
 may be of a ♦ child protection or ♦ serious legal nature

Step 1 -Where possible try to deal with the matter informally with the person subject of the concern

Step 2 -SECONDARY SCHOOLS - Studies or Year Co-ordinator

PRIMARY SCHOOLS

Step 3 -Assistant Principal

Step 4 - Principal

Step 5 -The Regional Office*
 A concern should not be brought to this step unless every effort has been made to resolve it with the Principal OR if the concern is about the conduct of the Principal.

Step 6 - Regional Director
 (Certain matters can be **appealed** to the Regional Director according to the *CEO Sydney Pastoral Care Guidelines*)

Step 7 -Appeals Process
 Chair of the Sydney Archdiocesan Catholic Schools Board (SACS)
 (For certain matters as outlined in the *CEO Sydney Pastoral Care Guidelines*)

If the concern relates to the conduct of a member of the school community

OR

If the concern relates to the conduct of the Principal

Outside authorities (eg Police, Dept Community Services, the Ombudsman) will be involved as necessary in serious matters.

