

CATHOLIC SCHOOL COMMUNITY

Our Catholic Schools are committed to living the Gospel values of justice, love and reconciliation.

They 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.

Our schools recognise that parents and caregivers must have access to processes that allow them to resolve concerns & complaints **in a supportive conciliatory environment.**

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

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 or on the CEO Sydney website www.ceo.syd.catholic.edu.au

Revised May 2007

RESOLVING CONCERNS AND COMPLAINTS AT SCHOOL

Information for PARENTS and CAREGIVERS



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)

