

## PARISH SCHOOLS IN THE DIOCESE OF LISMORE SEEK TO:

Parish schools in the Diocese of Lismore seek to:

- develop a positive and collaborative relationship between home and school
- welcome and value diversity of opinion
- ensure staff are aware of community expectations and the needs of students and families
- develop clear and open communication within the community
- ensure the wellbeing of the student is the central focus of all processes.

It is acknowledged that parents / caregivers can feel concerned about an incident or something that they believe is happening in their child's school. The satisfactory resolution of any concern or complaint is vital to the Christian life and the wellbeing of the community.

It is recognised that parents and caregivers must have access to processes that allow them to resolve concerns and complaints in a supportive, conciliatory environment. This policy has been developed to assist in the resolution of complaints and concerns.

Schools recognise that parents and caregivers must have access to processes that allow them to resolve concerns and complaints in a supportive conciliatory environment

## THE RIGHTS AND RESPONSIBILITIES OF PARENTS/CAREGIVERS

Any parent or caregiver has the right to raise a concern or complaint and have it responded to promptly and without fear of repercussions according to principles of procedural fairness. Many issues will be able to be resolved informally.

Any concern or complaint should address the individual situation and not be presented in a group action to the school.

Any parent or caregiver has a responsibility to promptly raise concerns or complaints so that these do not become overwhelming for either the child or the family.

Formal complaints need to be put in writing to be acted upon.

## GENERAL PRINCIPLES

Concerns and complaints will be resolved according to the principles of procedural fairness.

Every endeavour will be made to address all concerns and complaints within reasonable timeframes and under mutual agreement. However, principals and school staff may not always be available to address the issue at the time it is raised, but will do so at the earliest mutually acceptable time.

Persons who phone the Catholic Schools Office to raise a concern or complaint about a school issue will be informed by an Assistant Director or Consultant that the matter must be put in writing if they wish it to be progressed.

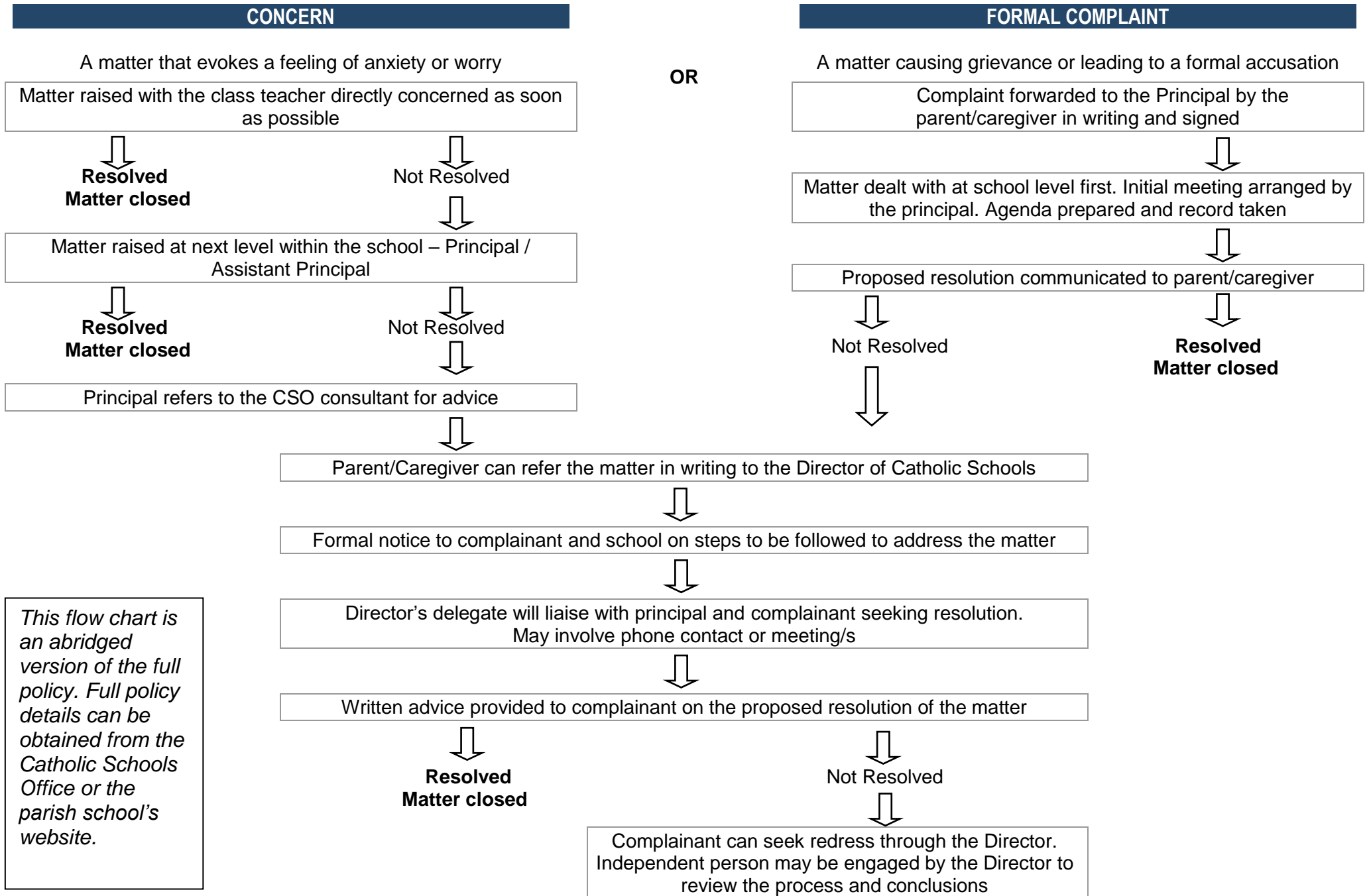
# RESOLVING CONCERNS AND COMPLAINTS AT SCHOOL

## Information for PARENTS & CAREGIVERS



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# PATHWAY FOR RESOLVING CONCERNS AND COMPLAINTS AT SCHOOL



*This flow chart is an abridged version of the full policy. Full policy details can be obtained from the Catholic Schools Office or the parish school's website.*