

1. Purpose:

- To ensure our actions reflect the Gospel values of respect and dignity for all
- To develop a culture of communication which is open, trusting and respectful of all
- To recognise that reconciliation is an integral part of restoring relationships and building community for all school members

2. Scope of policy:

This policy applies to all members of St Patrick's School, Mansfield Park.

3. Underlying Principles:

- At St Patrick's School relationships between parents, staff and students are highly valued. Parents and staff are partners in the educational process of the children in our care. Together we endeavour to promote Gospel values that are reflected in all that we do.
- As a school community we acknowledge that good communication between those within a community is vital to developing ongoing good relationships.
- In any community, members may feel concerned about something that they believe is happening at school. Misunderstandings may occur, decisions will be made with which not all will agree with and conflicts may arise. This is a part of being community. Being open and dealing with these appropriately is also a part of a well-functioning community.

4. The Rights and Responsibilities of Members of the Community:

- Any member of the community has the right to raise a concern and have it responded to promptly, fairly, without fear of repercussions and according to principles of procedural fairness.
- Most concerns will be able to be resolved informally.

5. Expectations:

- In order to deal with concerns and complaints it is important that members of the community communicate calmly, clearly and honestly
- Demonstrate mutual respect for each other and seek to understand and accept the others' concerns, opinions and feelings, no matter how different to their own they may be
- Strive to solve the problem in a constructive manner which focuses on the issue
- Ensure that problems/concerns are dealt with according to the structure outlined in the "Guidelines for Problem Resolution" Procedure

6. Responsibility for implementation, monitoring and continual improvement:

The Principal will

- Ensure that all parents and carers have an understanding of this policy including the flow chart that outlines the steps they need to take to achieve a positive resolution to their problem
- Encourage an atmosphere of listening and shared problem solving to the building of this policy
- Behave in a manner which is conducive to the building of relationships
- Ensure all parents and carers can access this policy via the school's website at www.stpatsmp.catholic.edu.au or by collecting a hard copy from the front office
- Ensure a member of the Leadership Team will address and attempt to resolve any problems which are brought to their attention

All Staff members will

- Ensure they are fully aware of this policy and encourage parents and carers to follow the steps they need to take to achieve a positive resolution to their problem
- Encourage an atmosphere of listening and shared problem solving in an effort to find peaceful solutions

- Behave in a manner which is conducive to the building of positive relationships

Parents and Carers will

- Ensure they are fully aware of this policy and the flow chart they need to follow to seek peaceful resolution to their problems or concerns
- Abide by the school policies, rules and expectations while on the school premises and or attending school functions or any other school representation
- Work closely with the school to seek peaceful resolution to problems or concerns
- Behave in a manner which is conducive to the building of positive relationships

7. Supporting procedures or policy support documents:

CESA Procedures for Resolving Complaints

8. Revision Record:

Document Title	Positive Resolution
Document Type	Policy
Document Date	2018
Review Number	1.0
Document Status	
Policy Owners	St Patrick's School
Contact	Barbara Ahern P: 83034500 E: bahern@stpatsmp.catholic.edu.au
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