

1. Purpose:

To articulate the procedure for resolving complaints.

2. Scope:

This procedure applies to all in the community at St Patrick's School, Mansfield Park.

3. Policy Supported:

Positive Resolution Policy.

4. Guidelines for Problem Resolution:

If a problem relates to your child, then you are asked to:

Step 1

- Keep an open mind. The first task is to seek clarification, to ensure that you have all the facts
- In a friendly manner, make an appointment to see your child's teacher or the staff member concerned. Finding an appropriate time is important, such as when a teacher is free from supervising children.
- Inform the person of the topic for discussion.
- Adopt an attitude that clarification is needed and that together the problem can be resolved.
- Listen to each other and discuss possible courses of action and outcomes. It is important to work together to solve the problem/concern for the benefit of the child/children concerned.
- Allow a reasonable timeframe for the issue to be addressed and feedback to be given.
- Please do not enter the school classrooms or offices about grievances without prior arrangement
- Advise the parties involved that if, after going through this process, the problem is not resolved, you will speak with some-one else, e.g. the APRIM and/or the Principal.

Step 2

- Make an appointment to speak with the APRIM and/or the Principal if the issue is not resolved.
- Approach this process positively so that our children will clearly understand and see appropriate modelling when solving problems.
- If you consider the issue is still unresolved, state this at the conclusion of the meeting.

Step 3

- Contact Catholic Education SA

Other problems (ie with another adult)

- Speak directly with the other person concerned (only if appropriate to do so)
- Use an appropriate manner in which to speak to others. Verbal and non-verbal communication should reflect dignity and respect by all relevant parties.
- Choose a suitable environment that is appropriate, private and conducive to carry out the discussions (eg classroom after school or available office)
- Seek support by making an appointment with either the APRIM and/or Principal if the problem is not resolved

Seeking Information and/or Clarification

- If you have a concern or are unsure about an issue, please seek clarification or further information.
- There are many forms of communication which can be used to seek clarification or greater understanding of a situation.
- The Office staff may be able to help with information or direct you to the appropriate source.

- Means of communication include
 - class diary / communication book
 - making a time to speak with a teacher
 - speaking to the Office staff for clarification
 - phone call
 - emailing general enquiry or specific details

5. Preparing for the Meeting

Before the Meeting

- Write down your thoughts so that you can remain clear about your most important concerns and what you hope to achieve from your discussion.
- You may wish to seek advice from a trusted friend. Remember to respect the confidentiality of any other persons who may be involved.
- Critically reflect – are your concerns justified? Could there be another side to the situation?

At the Meeting

- Clearly define the issue. State your needs.
- Offer possible solutions, aim for something you will both be happy with.
- Be prepared to compromise.
- Issue may be resolved.
- If you consider that the issue is still not resolved, state this at the conclusion of the meeting.

After the Meeting

- You may decide to monitor the situation before meeting again.
- Arrange another meeting.

A friend could offer support during the meeting. Taking minutes of the meeting is also a useful strategy to assist in agreed goals.

6. Implementation

St Patrick's is committed to developing positive relationships between school and home. Clear lines of communication including a flow chart for dealing with issues of concern, contribute to this outcome.

In this light, the following behaviours are considered inappropriate and unacceptable for all members of St Patrick's community

- offensive, abusive language
- harassment and bullying in all its forms
- physical violence
- malicious gossip or untruths
- intimidations of staff, children, parents or carers or by verbal or non-verbal language
- inappropriate or disrespectful use of Social Media

In addition, it is inappropriate for any parent or carer to confront another parent or carer's child or for any confrontation between adults to occur in front of children.

7. Basis of Discretion

Should an adult display behaviour which makes others feel unsafe on our school grounds or at a school event, the Principal will seek advice from CESA and may ban this person from the activity and possibly future events. At times, this situation may require a third-party mediator to promote a peaceful solution to the matters raised.

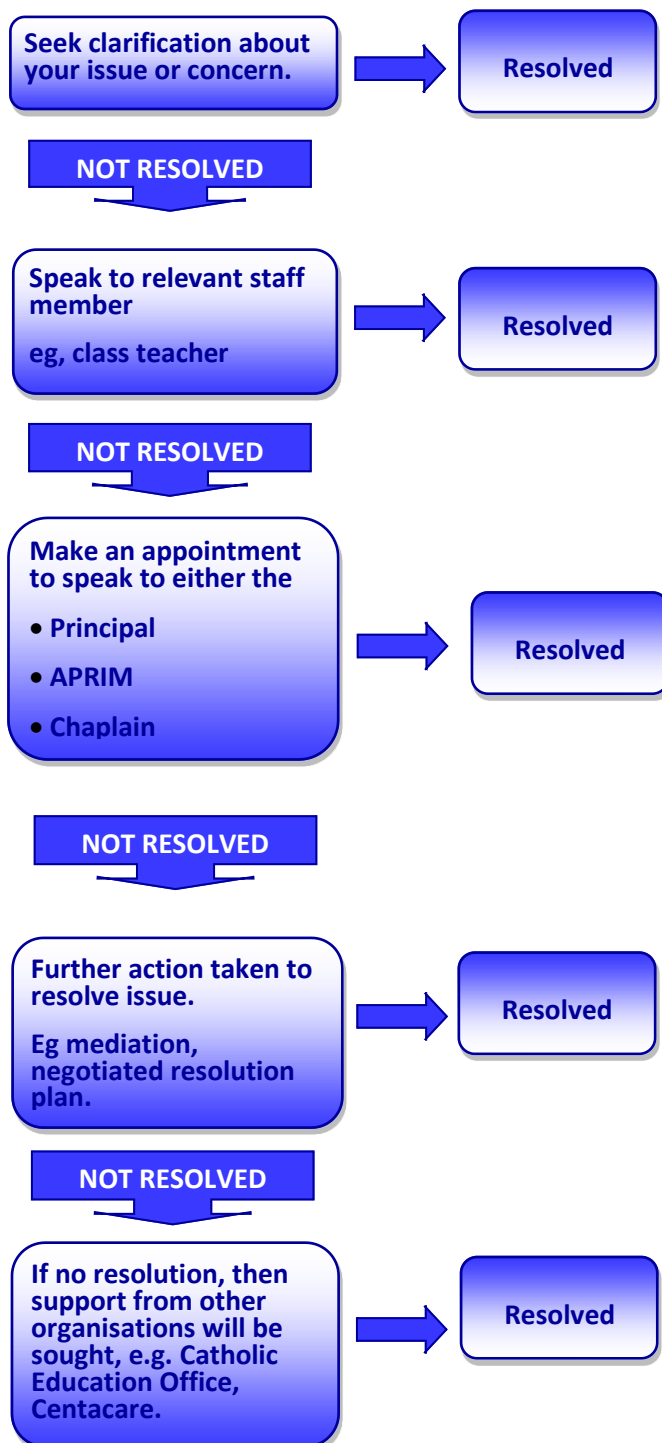
8. Resources

The following organisation may be of assistance to adults experiencing difficulties

- Access Counselling: Ph 1300 66 77 00

9. Flow Chart:

Positive Resolution Flow Chart



6. Revision Record:

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