



# DEALING WITH COMPLAINTS

SCHOOL POLICY

## St Joseph's School, Ottoway

Reviewed: Term 4 2019

Next Review Due: Term 3 2022

## **PHILOSOPHICAL BASIS**

At St Joseph'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 community we acknowledge that good communication between those within a community is vital to developing ongoing good relationships.

In any community parents may feel concerned about something that they believe is happening at School. Decisions will be made with which not all will agree, misunderstandings may occur, 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.

## **AIMS**

Staffs at St. Joseph's School believe that open and common communication between the School and families is key to developing good relationships.

## **OBJECTIVES**

- To create a School environment where respect for all people is a core element
- To develop a culture of communication which is open, trusting and respectful
- To recognise that reconciliation is an integral part of restoring relationships and building community for all School members

## **The Rights and Responsibilities of Parents**

Any parent or caregiver 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 in a confidential manner.

## **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 others' concerns, opinions and feelings
- Ensure problems or concerns are dealt with according to the structure outlined in the "Guidelines for Positive Resolution" section of this policy

## **Guidelines for Positive Resolution**

All concerns are to be directed to a member of staff, not the child or parents involved

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

- Keep an open mind. The first task is to seek clarification, to ensure 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
- Keep a positive outlook towards seeking clarification and that by working together, the problem can be resolved
- Work together to solve the problem/concern for the benefit of the child/children involved
- Advise the parties involved you will be arranging a time to speak to someone else if the problem has not been resolved through this process eg the APRIM and/or the Principal
- Arrange a suitable time to speak with the APRIM and/or the Principal
- Approach this process positively so students will clearly understand and see appropriate modelling when solving problems

**If a problem relates to another adult from the School / school community**

- If possible speak directly with the other person concerned in an appropriate place and time
- Speak in an appropriate manner to others. Verbal and non-verbal communication should reflect dignity and respect by all relevant parties
- Seek support by making an appointment with either the Principal or APRIM or principal if the problem is unresolved

**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

**Means of communication**

- Make a time to speak with a teacher
- Speak to the Office staff for clarification
- Make a phone call
- Email general enquiry or specific details
  - The Office staff may be able to help with information or direct you to the appropriate source
  - Make a phone call or send an email to the school
  - Make an appointment

**Related Documents**

- **APPENDIX A - Positive Resolution Flow Chart**

The School Board reviews and develops policies that take into account our context and recognised regulations and standards.

Principal's Signature: \_\_\_\_\_ Date:        /        /

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Ratified by School Board –

Chairperson's Signature: \_\_\_\_\_ Date:        /        /

ANNEMARIE BRITVEC

Positive Resolution Flow Chart

