



PATHWAY FOR RESOLVING CONCERNS AND COMPLAINTS AT SCHOOL

This policy should be read in conjunction with the SCS Resolution of Complaints Policy.

Parent/Caregiver has a concern related to issues including:

- Children's learning, behaviour and welfare
- School organisation and management
- Student health and safety.

OR

Parent/Caregiver has a concern that:

- May be of a child protection or serious legal nature.

Step 1 – Where possible try to deal with the matter informally with the person subject of the concern.

For clarification or queries a note in the Student Diary is recommended. Otherwise a phone call to the teacher concerned is the necessary first course of action. If it is an assessment, discipline or policy matter it should be directed as in Step 2 (to the relevant Studies or Year Coordinator). As a guideline the teacher will aim to return the call within 72 hours of receiving a message.

Step 2 – Studies or Year Coordinator. A phone call to the relevant coordinator is the recommended course of action and if the parent or caregiver is not satisfied with the response they may wish to put their concerns in writing outlining the issues that the Coordinator may need to investigate. The Coordinator may wish to meet with the parents or caregiver to resolve the matter.

Step 3 – Director of Pastoral Care or Director of Studies. If the matter is not yet resolved or is of a more serious pastoral or curriculum matter the Director of Pastoral Care or the Director of Studies.

Step 4 – Assistant Principal

If the concern relates to the conduct of a member of the school community.

OR

Step 5 – Principal

Step 6 – The Regional Office* A concern should not be brought to this step unless every effort has been made to resolve it with the Principal OR if the concern is about the conduct of the Principal.

If the concern relates to the conduct of the Principal.

Step 7 – Regional Director. (Certain matters can be appealed to the Regional Director according to the Sydney Catholic School Pastoral Care Guidelines).

Outside authorities, eg police, Dept Family & Community Services, the Ombudsman) will be involved as necessary in serious matters.

Step 8 – Appeals Process. Chair of the Sydney Archdiocesan Catholic Schools Board (SACS). (For certain matters outlined in the SCS Pastoral Care Guidelines.)