



# Resolving Concerns and Complaints at School

## Information for Parents and Caregivers

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**Staff responsible:** Principal

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St Patrick's College is a Catholic School committed to living the Gospel values of justice, love and reconciliation.

We aim to:

- develop a positive and collaborative relationship between home and school
- welcome and value diversity of opinion
- inform the staff of the changing needs of the students and families
- have clear and open communication within the community.

### **WHAT DO THE GUIDELINES APPLY TO?**

These guidelines apply to concerns of parents and caregivers about:

- children's learning, behaviour and welfare
- school organisation and management
- student health and safety issues.

***Certain matters concerning Child Protection or other areas covered by specific legislation will be referred immediately to the relevant external agency.***

The resolution of conflict in each school community is vital to the wellbeing and success of the school community. At St Patrick's College we recognise that parents and caregivers must have access to processes which allow them to resolve concerns and complaints in a supportive conciliatory environment.

### **YOUR RIGHTS AND RESPONSIBILITIES**

Most concerns should be able to be resolved informally.

Any parent or caregiver has the right to raise a concern and have it responded to promptly, fairly and without fear of repercussions, according to principles of procedural fairness.

Confidentiality will be respected and maintained by all parties involved. Therefore, parents and caregivers, as well as teachers and the College Executive, have a responsibility to maintain this before, during and after the resolution process.

### **WHAT IS THE PROCESS?**

Please refer to the Pathway for Resolving Concerns and Complaints at School.

This policy should be read in conjunction with the [SCS Resolution of Complaints Policy](#).

Contact details for general queries and complaints:

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