



COMPLAINTS AND GRIEVANCE POLICY AND PROCEDURES

DE LA SALLE CATHOLIC COLLEGE

INTRODUCTION

De La Salle Catholic College, Cronulla 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 students and families.
- Have clear and open communication within the community.

The school acknowledges that parents and caregivers can sometimes have concerns about school related issues. The resolution of these concerns is vital to the well being and success of our community.

At our school we recognise that parents and caregivers must have access to processes that allow them to resolve concerns & complaints in a supportive conciliatory environment.

These guidelines have been developed collaboratively within the context of the Vision Statement for Sydney Catholic Schools¹

THE SCOPE OF THE POLICY

This policy applies to concerns of parents and guardians 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 every school community is vital to the wellbeing and success of the school community.

YOUR RIGHTS & RESPONSIBILITIES

Most concerns should be able to be **resolved informally**.

Any parent or care-giver 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.

Parents/ Caregivers are encouraged to contact the College (through a note in the student diary, by letter or by telephone) to raise a concern. The appropriate staff member will contact the parents/ caregivers as soon as practicable.

Parents/ Caregivers who come to the school must report to the College Office to ask for an appointment to see the appropriate staff member. Details regarding the matter will be taken at this time. Parents/ Caregivers should **never** directly approach students or staff members.

Confidentiality will be respected and maintained by all parties involved.

At all times matters are best resolved in a calm and polite manner.

What is the process?

Some key elements of the policy include:

- **Generally, issues involving an individual child should be raised first with the appropriate teacher; subject teacher for learning concerns or Pastoral teacher for welfare concerns or Year Coordinator or Subject Coordinator.**
Phone No: 8522 – 1500 or email info@dlscronulla.catholic.edu.au
- Where the issue involves the class teacher and the complaint is unable to be resolved directly with him/her the matter should be taken up, at the appropriate level, with the Subject Coordinator, Curriculum Coordinator or Assistant Principal.
- Matters concerning school policy or management should be directed to the Principal or Assistant Principal.
- The guidelines contain clear timeframes for resolution.
- Where a matter cannot be resolved locally, it will be managed by Regional Catholic Education Office.

PATHWAY FOR RESOLVING CONCERNS AND COMPLAINTS AT SCHOOL

