

**St Patrick's Primary  
School  
Gympie**



**Resolution of  
concerns/grievances.**

## **Rationale:**

Here at St Patrick's School, we believe that positive relationships between all members of the school community are essential to the effective operation of the school. Without positive relationships, we are unable to fulfil our School Vision:

“St Patrick's Primary School partners with parents and the community to develop Christian character and individual excellence.”

We also acknowledge parents as first educators of their children and recognise the need for the school and parents to work as partners in each child's education. However, at times, concerns will arise and relationships may break down. The aim of this policy is to ensure that all parents are aware that there is a process in existence which they can use to address any concerns or grievances they may have.

## **Policy:**

We value positive relationships between parents and the school. When concerns or grievances arise, they should be addressed in an appropriate and effective manner.

## **Implementation:**

(The following procedures will be presented to the school community in a user-friendly format which is included below.)

1. When a parent or guardian is concerned about an issue regarding their child, they should make immediate contact with the child's teacher. This can be done by contacting either the teacher or the office to make a suitable time to meet. At this meeting, parents and teachers may wish to note any outcomes or actions agreed upon. It is recognised that in the case of very serious allegations (eg those of a criminal or professionally negligent nature) contact should be made directly with the School Principal.
2. At this initial stage, every effort should be made to reach agreement on how these concerns will be addressed. Teachers should then inform the Principal of the nature of the concerns raised and of the outcomes of the discussions with the parents/guardians.
3. Should parents or guardians feel that their concerns have not been addressed, they are encouraged to contact either the Principal or the APRE to discuss their concerns.
4. The outcome of the discussion between the parents or guardians and the Principal or APRE may include the following actions: ( In all situations, all parties are encouraged to keep note of any outcomes or actions from the meeting)
  - the Principal/APRE referring the parents/guardians back to the teacher for further discussions.
  - The Principal/APRE meeting with the teacher to discuss the parent/guardian concerns.
  - The Principal convening a meeting between the parent/guardian and the teacher to seek resolution of the concerns.
5. Parents or guardians are welcome to then take their concerns further by expressing them in written format to the Principal, who will forward a copy of the letter to the teacher. The Principal will then make a formal written reply to the letter as soon as

possible. The Principal should also notify the Area Supervisor from Brisbane Catholic Education of the parent/guardian's concerns.

6. If parents or guardians still have concerns, they should make contact with the Area Supervisor, directly. This is: Mr Alain Pitot



## Resolution of Concerns/grievances.

### Policy:

We value positive relationships between parents and the school. When concerns or grievances arise, they should be addressed in an appropriate and effective manner.

1. ***When a concern arises, contact your child's teacher.***



The first contact when a concern arises should be with your child's teacher. You can either contact the teacher or the office to make a suitable time. Parents and teachers may wish to take notes of any outcomes or actions agreed upon in this meeting.

2. ***What if the concern is a very serious allegation?***

It is recognised that in the case of a very serious allegation (eg those of a criminal or professionally negligent nature) such concerns should be directed to the Principal.

3. ***If the concern still exists, contact the Principal***

If parents feel that their concerns have not been addressed, they should contact the Principal or delegated to the APRE to discuss their issue. The outcomes of this meeting may include:



- The Principal or APRE asking parents to discuss the matter further with the teacher.
- The Principal or APRE meeting with the teacher to discuss the issue.
- The Principal facilitating a meeting of the teacher and the parents to seek a resolution.

4. ***Parents can express their concerns further.***



Parents may wish to express their concerns further by writing to the Principal, who will give a copy of this letter to the teacher. The Principal will then formally reply to the letter, in writing.

5. ***What if parents still have concerns?***

Following these steps, if parents are still concerned, they are welcome to make contact with the Area Supervisor at Brisbane Catholic Education. The address is:

Mr Alain Pitot  
Area Supervisor  
Brisbane Catholic Education  
GPO Box 1201  
Brisbane QLD 4001

