Positive Resolution for Parents and Carers Policy and Procedure

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| Reviewed | June 2019 |
| Next review due |  |

School’s Vision Statement

At St Margaret Mary’s School we welcome and affirm all on our shared journeys, as we reveal our compassionate God, and foster a love of learning and service to others.

Rationale

Parents and carers of children are their first and most important educators. St Margaret Mary’s School, as a Catholic School, shares the task of educating children and of forming their hearts and minds with their families. The School’s five core values are integrity, justice, compassion, responsibility and perseverance, and we aim to reflect those values in the education and care that we provide to children.

There may be times when you as a parent or carer are concerned about an issue involving the School. This could be as a result of a decision that you do not agree with, a misunderstanding, or other conflict. This policy and procedure sets out ways to raise and address concerns in order to resolve disputes quickly and maintain good relationships.

At St Margaret Mary’s School we believe that a positive partnership and relationship with parents, carers and families is necessary for the wellbeing of the children in our care, and that mutual respect is an essential part of this.

Aims

At St Margaret Mary’s School we aim to:

* Create a school environment where respect for all people is a core element in building a positive community for children, families and staff
* Develop a culture of communication that is open, trusting and respectful
* Recognise reconciliation as an integral part of restoring relationships and building community
* Resolve grievances by consultation, cooperation and discussion

Seeking Information and/or Clarification

Good communication is an effective way of avoiding misunderstanding. If you have a concern or are unsure about an issue, please seek clarification or further information.

There are many forms of communication that you as parents and carers can use to get further information or clarify a matter. This may lead to greater understanding of a situation and help to avoid conflict. These include:

* Notes in your child’s diary/communication book
* Making a time to speak with a member of staff
* Checking the school’s website
* Checking Skoolbag App
* Emailing your enquiry to [info@smms.catholic.edu.au](mailto:info@smms.catholic.edu.au)
* Speaking to the front office staff – they may be able to help you, and if not they will direct you to the appropriate person or place.

Staff contacts:

Student learning and wellbeing – your child’s teacher

School policies – Deputy Principal or Principal

Sacramental programs – APRIM

Sport programs – Physical Education teacher

Finances - Bursar

Please see the flowchart attached for a detailed Positive Resolution Procedure

Rights and Responsibilities

The following points will guide the resolution of problems at St Margaret Mary’s.

Parents and carers have a right to:

* Raise a concern or issue
* Have a concern or issue dealt with fairly, positively and as quickly as possible
* Expect that any concern or issue will be dealt with confidentially
* A solution that properly addresses their concern or resolves their issue

Parents and carers have a responsibility to:

* Be respectful in their dealings with school staff when there is a concern or issue
* Be clear, calm, fair, and honest
* Accept that others have different points of view, and that opinions and feelings about an issue may differ
* Understand that in some matters, there may be limits to what the school can do

St Margaret Mary’s and its staff have a right to:

* Expect that parents and carers will seek information or try to clarify a matter through the various forms of communication available to them
* Be treated with respect and courtesy by any parent or carer raising a concern or issue
* Expect that parents and carers will understand that there may be limits to what the school can do in some situations

St Margaret Mary’s and its staff have a responsibility to:

* Treat all parents and carers and their concerns with respect and courtesy
* Deal with concerns or issues raised by parents and carers fairly, positively and as quickly as possible
* Treat concerns and issues raised by parents confidentially
* Seek resolutions that positively and effectively address the concerns or deal with the issues raised by parents or carers

Respectful conduct

Parents and carers can sometimes become frustrated about a concern or issue, or how it is being dealt with. While this is understandable, you should deal with the school and its staff with respect and courtesy even if you are frustrated or dissatisfied. You should ensure that all of your communication, whether in person, in writing (such as an email) or in a public forum (for example, on social media) is fair and respectful. Criticism of the school or the staff does not support your child’s education as it undermines the trust between students and school staff.

Taking matters further

If after taking action in accordance with this Positive Resolution Procedure, you believe your concerns have not been addressed satisfactorily, you may approach the Catholic Education Office. Please note that the policy of the Catholic Education Office is to not get involved in matters unless this Positive Resolution Procedure has already been followed.

We hope that we can work together with you as parents and carers to resolve any concerns or issues you may have.

Useful resources

[www.cesa.catholic.edu.au](http://www.cesa.catholic.edu.au)

[www.parentfederation.catholic.edu.au](http://www.parentfederation.catholic.edu.au)

[www.smms.catholic.edu.au](http://www.smms.catholic.edu.au)

Parents and carers experiencing personal difficulties may wish to seek assistance from Centacare: ph 8210 8200 (www.centacare.org.au)

ACCESS counselling (1300 66 700) is available for staff.