

St Anne's Catholic Primary School



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Positive Relationship Development Procedure for Parents/Guardians

If a parent/guardian has a particular problem or complaint relating to school staff members or situations within the school, the following steps are recognised as being appropriate in bringing the grievance to the attention of the school and in working constructively towards having the problem managed.

The responsibility for dealing with staff and school issues rests with the Principal in conjunction with the school staff and the Diocesan Catholic Education Office.

Communication Procedures

1. If the issue is of a general nature in regard to school policy or practice, an appointment should be made with the Principal.
2. If the issue concerns a specific staff member, an appointment should be made to see that person at a time most convenient to both parties to discuss the problem and manage the issue.
3. If the issue concerning the specific staff member has been unable to be managed by the above step, an appointment should then be made with the Principal and the person concerned to further explore the issue and to seek management.
4. If the above steps cannot find a resolution, then the Principal will contact the Diocesan Catholic Education Office and an appointment will be made with the Assistant Director Schools – Northern Region to facilitate management of the issue.

Management/Resolution Process

It is important that a sense of mutual respect, honesty and a willingness to search for an equitable resolution/management be uppermost in the minds of all who engage in seeking solutions to a problem. The following guidelines should be used when meeting to discuss an issue:

- A. Establish the facts of the issue and isolate the problem.
- B. Focus on the facts and offer solutions to the issue.
- C. Listen to answers and don't jump to conclusions. Remain calm and work to manage the issue.
- D. Decide on a solution or management process.
- E. Agree on the implementation and fix a review date.

It is important that you make contact with the school as soon as possible so that the issue can be managed at the earliest possible stage. It can't be fixed if we don't know about it.