ST CHARBEL’S COLLEGE
COMMUNITY

St Charbel’s College is committed to living the Gospel values of justice, love and reconciliation. They 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.

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.

YOUR RIGHTS & 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.

WHAT IS THE PROCESS?

Some key elements of the Guidelines include:
- Generally, issues involving an individual child should be raised first with the class teacher.
- Where the issue involves the class teacher and the complainant is unable to resolve it directly with him/her the matter should be taken up with the Principal 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 the School Board.

The resolution of conflict in every school community is vital to the well being and success of the school community.

Our schools recognise that parents and caregivers must have access to processes that allow them to resolve concerns & complaints in a supportive conciliatory environment.

RESOLVING PARENT/CARER COMPLAINTS

142 Highclere Avenue, Punchbowl NSW 2196

Revised: November 2007
St Charbel’s College
PATHWAY FOR RESOLVING PARENT/CARER COMPLAINTS

Indicates that the concern has not been resolved and the matter should move to the next step

Parent/ Caregiver has a concern related to issues including –
- Children’s learning, behaviour and welfare
- School organisation and management
- Student health and safety.

OR

Parent/ Caregiver has a concern that may be of a
- child protection or
- serious legal nature.

Step 1 - Where possible try to deal with the matter informally with the person subject of the concern

Step 2 - Stage or Year Co-ordinator

Step 3 - Assistant Principal

Step 4 - Head of School

Step 5 - Principal

Step 6 - School Board

If the concern relates to the conduct of a member of the school community

OR

If the concern relates to the conduct of the Principal

Outside authorities (e.g., Police, Department of Community Services, the Ombudsman) will be involved as necessary in serious matters.