

WHY DO CONCERNS ARISE?

Schools are very busy places - there are lots of things that happen, and there are many decisions made every day.

At the same time, the community is quite diverse, with many individuals or groups having vastly different opinions on how things should be done.

It is inevitable, therefore, that times will arise when some parents agree with the school's actions while others disagree and wish to discuss the matter with the school

We welcome such discussions, and encourage parents to raise issues so that they may be dealt with speedily and resolved to the satisfaction of all concerned.

Complaints, after all, are not a negative experience – so long as they are dealt with positively by everybody.

The following process for presenting and managing community complaints or concerns has been developed .We believe it works well, and it is the way we will manage all complaints at our school.

Maitland-Newcastle Diocese Catholic Schools Foundational Principles for Complaints Handling

Inclusive

Our school strives to be inclusive for all students; that means we are respectful, supportive and equitable.

Procedural Fairness

Procedural Fairness means all parties in the dispute have a right to be treated impartially; duly considered; all relevant information taken into account; and careful judgment reached.

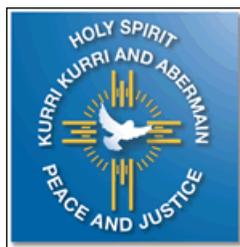
Due Diligence

Our school has a duty of care to all students and staff therefore prudent action must be taken in all cases and where required confidentiality guarded.

Restorative

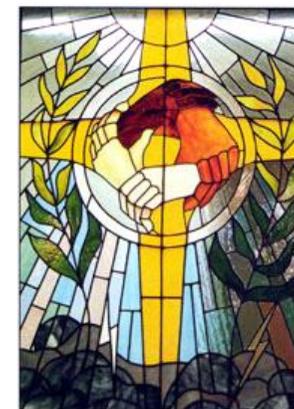
The overriding principle of all our interactions is that we strive to restore relationships; holding parties accountable with the aim to repair any harm that may have been done.

These principles exist for both you and for the other person involved in the dispute.



HOLY SPIRIT SCHOOLS ABERMAIN & KURRI KURRI

COMPLAINTS & CONCERNS AGREED PROCESS



An agreed process for positively resolving concerns in our school community

VISION STATEMENT

Holy Spirit Schools are called to draw inspiration and strength from the gospel as we seek to actively witness the living presence of Jesus Christ throughout the community.

MISSION STATEMENT

Holy Spirit Schools are communities that strive for excellence in education. We provide an environment in which students are encouraged to live out gospel values, especially those of acceptance, respect, compassion and honesty.

CONTACTS

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Parent Liaison Officer Ph: (02) 4979 1303

AGREED COMPLAINTS PROCESS

The following procedures are to be used to resolve complaints or concerns at our school.

STEP 1

If the matter concerns your child ensure their welfare and clarify necessary details. Many concerns are quickly resolved once the parent is aware of the circumstances of an incident or issue. The issue may be resolved by way of discussion at home.

STEP 2

Contact your child's class teacher and discuss the issue. If your child's teacher is not readily available, ring the school Clerical Officer and ask them to organise an appointment at a mutually convenient time.

STEP 3

The school will investigate your concern. They may discuss the issue with other staff members to check details and ensure they have a full picture of what has happened. They will advise the principal of your concern and that you have contacted them. The most appropriate person will contact you to discuss the matter, or to organise a meeting. If necessary the Pastoral Care Worker will be involved. Almost 100% of problems are resolved by this point.

STEP 4

If, however, the matter remains unresolved, make a formal appointment to discuss the issue with the Principal.

STEP 5

The Catholic Schools Parent Liaison Officer can be contacted on 49791303 to help solve problems.

THINGS TO ALWAYS REMEMBER

- Problems are best resolved using a positive attitude. Anger is usually counter productive to solving problems.
- People need time to investigate and resolve many problems; a quick fix is not always possible or desirable.
- Schools are large and complex – very few decisions will suit everybody.
- There are always at least 2 sides to every story – with students there are often as many stories as there are children.
- Not all disagreements can be resolved – sometimes we simply have to agree to disagree.
- Opinions vary widely – disagreement is a natural part of life.
- Everybody is doing what they believe is right, even if it's different to what we think.