

PARISH SCHOOLS IN THE DIOCESE OF WILCANNIA-FORBES SEEK TO:

- develop a positive and collaborative relationship between home and school
- welcome and value diversity of opinion
- ensure staff are aware of community expectations and the needs of students and families
- develop clear and open communication within the community
- ensure the wellbeing of the student is the central focus of all processes

It is acknowledged that parents/caregivers can feel concerned about an incident or something that they believe is happening in their child's school. The satisfactory resolution of any concern or complaint is vital to the Christian life and the wellbeing of the community.

It is recognised that parents and caregivers must have access to processes that allow them to resolve concerns and complaints in a supportive, conciliatory environment. This policy has been developed to assist in the resolution of complaints and concern.

Concerns and Complaints of a Child Protection Nature

If the concern is about the inappropriate behaviour of staff, misconduct or reportable conduct towards any child or young person, please contact the school Principal. Confidentiality must be maintained at all times.

[CEWF Child Protection Policy](#)

THE RIGHTS AND RESPONSIBILITIES OF PARENTS/CAREGIVERS

Any parent or caregiver has the right to raise a concern or complaint and have it responded to promptly and without fear of repercussions according to principles of procedural fairness. Many issues will be able to be resolved informally.

Any concern or complaint should address the individual situation and not be presented in a group action to the school.

Any parent or caregiver has a responsibility to promptly raise concerns or complaints so that these do not become overwhelming for either the child or the family.

Formal complaints need to be put in writing, using the [Complaint Form](#) to be acted upon.

GENERAL PRINCIPLES

Concerns and complaints will be resolved according to the principles of procedural fairness.

Every endeavour will be made to address all concerns and complaints within reasonable timeframes and under mutual agreement. However, principals and school staff may not always be available to address the issue at the time it is raised but will do so at the earliest mutually acceptable time.

Persons who contact the Catholic Education Office to raise a concern or complaint about a school issue will be informed that the matter must be put in writing if they wish it to be progressed. All concerns and complaints should be raised in the first instance with your child's school.

RESOLVING CONCERNS AND COMPLAINTS AT SCHOOL

Information for Parents & Caregivers



St Ignatius' Parish School
3 Meek Street
Bourke NSW 2840

Ph: 02 6872 2475

Email: principal.bourke@wf.catholic.edu.au

PATHWAY FOR RESOLVING CONCERNS AND COMPLAINTS AT SCHOOL

CONCERN

A matter evokes a feeling of anxiety or worry

Matter raised with the person directly concerned as soon as possible.

Resolved - Matter closed

Not Resolved

Matter raised with the Principal.

Resolved - Matter closed

Not Resolved

Principal refers to the CEWF People & Culture Team for advice.

OR

FORMAL COMPLAINT

A matter causing grievance or leading to a formal accusation

Complaint forwarded to the Principal by the parent/caregiver using the CEWF Complaint Form.

Matter dealt with at school level first. Initial meeting arranged by the principal.
Agenda prepared and records taken.

Proposed resolution communicated to parent/caregiver.

Not Resolved

Resolved - Matter closed

Parent/Caregiver can refer the matter in writing to Catholic Education Wilcannia-Forbes.

Formal notice to complainant and school on steps to be followed to address the matter.

Director's delegate (relevant Head of Team) will liaise with principal and complainant seeking resolution. May involve phone contact or meetings.

Written advice provided to complainant on the proposed resolution of the matter.

Resolved - Matter closed

Not Resolved

The complainant can seek redress through the Director of Catholic Education.
Independent person may be engaged by the Director to review the process and conclusions.

This flow chart is an abridged version of the full policy. Full policy details can be obtained from the school.