



# RESOLUTION PROCEDURE FOR PARENTS/ CAREGIVERS

## 1. POLICY STATEMENT

We are committed to maintaining positive working relationships with parents and carers. By working together, we can continue to provide the best educational outcomes for all students.

## 2. BELIEF

- 2.1 Grievance procedures outline a process to be followed in resolving any concerns a parent or carer may have relating to their child. Grievances can be resolved when:
- Everyone stays calm,
  - All parties are respectful,
  - The focus is on the issue,
  - Solutions are sought, and
  - Everyone works together to address the grievance.

## 3. THE RESOLUTION PROCESS

### 3.1 Before Making a Complaint

Before you make a complaint:

- Note down your main concerns and possible solutions,
- Think about if you need support – we offer additional [support with making a complaint](#) for those who need it

### 3.2 How to Make a Complaint

When making a complaint:

- Provide clear information about the issue and what you would like to happen,
- Give complete and honest information (don't include false or misleading information),
- Cooperate with requests for more information,
- Allow time for a response (this may take up to 5 business days),
- Treat staff handling the complaint with respect.



# PARENT / CAREGIVER RESOLUTION PROCESS

	<p>TEACHING &amp; LEARNING</p>	<p>Make a time to meet with the relevant teacher to discuss your concern.</p>	<p>If your concern remains unresolved, make a time to meet with a member of leadership.</p>	<p>Listen to the staff member's response. Work together towards a resolution.</p>	<p>If the problem is not resolved make an appointment to meet with a member of the leadership team.</p>
	<p>STAFF MEMBER</p>	<p>Make a time to meet with the person to discuss your concern.</p>	<p>Discuss your concern in a calm and respectful manner.</p>	<p>If the issue is not resolved, report the issue to school leadership.</p>	<p>Under no circumstances should you contact the parent of another child to address an issue with their child at school.</p>
	<p>STUDENT</p>	<p>Share your concern with a teacher. Under no circumstances should a parent approach a student directly regarding an issue.</p>	<p>The teacher will address the concern through school behaviour procedures.</p>	<p>If warranted, leadership will mediate the dispute or suggest outside agencies to guide you.</p>	<p>Agree on a time to review the decision made.</p>
	<p>ANOTHER PARENT/ CAREGIVER</p>	<p>Under no circumstances is a parent/ caregiver to approach another parent caregiver to raise/ discuss an issue.</p>	<p>Discuss your concern in a calm and respectful manner.</p>	<p>Listen to the response. Work together towards a resolution.</p>	<p>If a problem cannot be resolved seek guidance from Catholic Education South Australia (CESA).</p>
	<p>LEADERSHIP</p>	<p>Make a time to meet with the person to discuss your concern.</p>	<p>Discuss your concern in a calm and respectful manner.</p>	<p>Listen to the response. Work together towards a resolution.</p>	<p>Agree on a time to review the decision made.</p>

#### 4. RELATED DOCUMENTS

- 4.1 [CESA Complaint Response and Resolution Procedure](#)
- 4.2 [CESA Duty of Care Procedure](#)
- 4.3 [CESA Mission, Values and Vision Statement](#)
- 4.4 [Whitefriars Catholic School Mission Statement](#)

#### 5. DOCUMENT CONTROL

Title	Resolution Procedure for Parents/ Caregivers
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