

## Purpose

St Joseph's School works to maintain positive relationships with the school community and to do our best to address any concerns as soon as they arise.

These policy guidelines are intended for parents and carers within the school community who are wanting to express:

- their satisfaction with staff members;
- programs, events and activities;
- their opinions or ideas or issues for any school improvements; and
- wanting to communicate any specific concerns, issues or problems.

## Expectations

In order to deal with any concerns and complaints it is important that members of the school community:

- Communicate calmly, clearly, honestly.
- Demonstrate mutual respect for each other's roles and responsibilities.
- Seek to understand and accept other people's concerns, opinions, and feelings.
- Strive to solve any specific problem in a constructive manner which focuses on the issue.
- Support any existing school policies and procedures relevant to the problem.

At St Joseph's Payneham, we aim to work in partnership with parents and carers in providing an education which enables students to reach their full potential.

## Types of concerns and complaints

You may choose to make a complaint if you believe that a school service has:

- failed to do something that should have occurred; or
- acted unfairly or impolitely.

### Your concern or complaint may be about:

- the type, level or quality of services;
- the behaviour and decisions of staff;
- a policy, procedure or practice.

## Sharing Positive Feedback

Positive feedback is uplifting and supportive. There is nothing more satisfying than receiving recognition for work well done. There are many ways in which you can show appreciation....

- A note in your child's diary/communication folder.
- Write a letter or email to the person.
- Speak directly to the person about a specific matter that pleased you or helped your child.
- Speak or write to a member of the Leadership Team about a particular program / event / activity.

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*We acknowledge and respect the traditional owners and custodians of the Kurna land on which we live and work.*

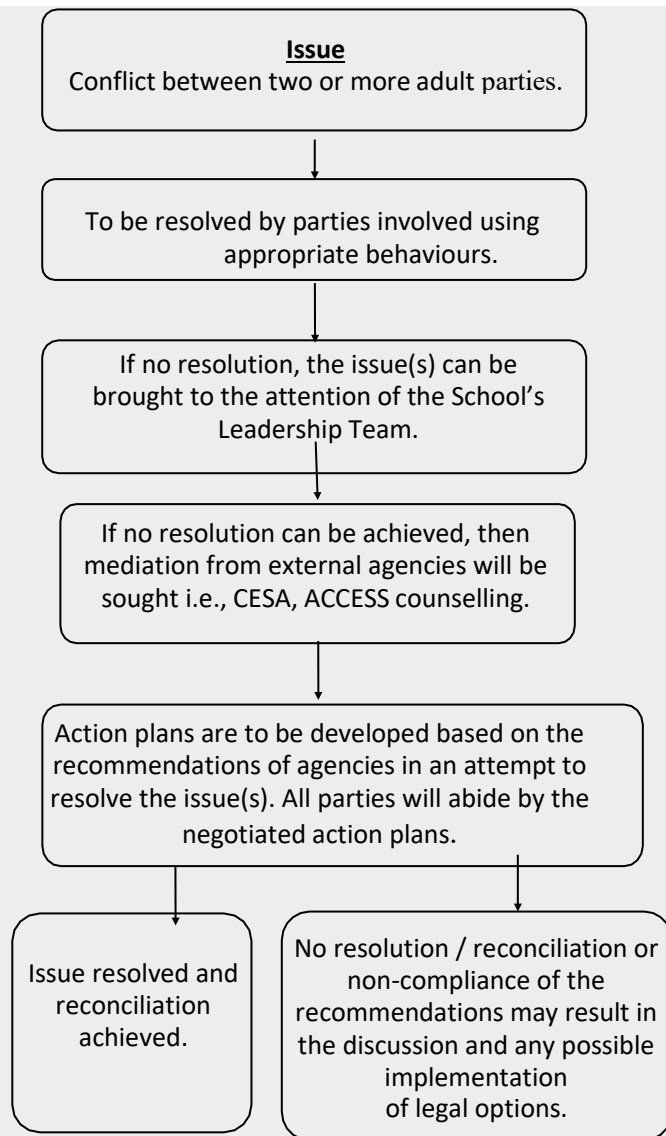


St Joseph's Catholic School  
**PAYNEHAM**  
LOVE IN EVERYTHING

## Guidelines for: Compliments, Concerns and Complaints



## Resolving Grievances



## A more personal way of learning that values who I AM

At St Joseph's Payneham we appreciate that every child and family is unique. We value your child as an individual; we see their needs, and your needs as a family, and we provide for them.

### Introduction

All staff members at St Joseph's Payneham seek to work in partnership with parents and carers in the education process. This special relationship is based on the school vision to foster a spirit of shared responsibility with both parents, carers and families and also remaining faithful to our core values.

An integral part of this relationship is providing an environment where each member of our school community is recognised as a unique individual with rights and responsibilities.

Our Catholic heritage provides the basis for our philosophy and action. As a school community, we acknowledge the support and co-operation already given and which exists between staff, students and parents/carers.

We acknowledge that the whole community benefits from feedback. Indeed, feedback is a vital pathway in the development of excellence in education and in relationship between people within the school community.

Skills of problem solving, team work, assertion, negotiation, compromise, conflict resolution, self-discipline and reconciliation are integral aspects of the education process.

When feedback is in the form of a compliment, concern or complaint is provided, it is important that it is responded to sensitively, honestly and promptly. It is important that we all work towards developing harmonious and safe relationships that are based on honesty, mutual respect and a willingness to work towards shared understanding of common goals.

Take time to think through and be clear on your facts and your feelings before you approach the other person. Writing these down beforehand may assist this process.

If you feel unsafe about presenting your feedback, you may wish to bring another person for support. In this instance, it is reasonable to advise the school that you are bringing a support person.

### Aims of our Adult Conflict Resolution Policy

- To create a school environment where a lived reality of the Gospel message 'to love your neighbour as yourself' is experienced.
- For all school members to recognise that reconciliation is an integral part of restoring relationships and for building community.
- To ensure that a positive learning environment exists for all students and staff.

### Steps if you have a complaint

1. Speak, phone or write to the person and arrange a mutually convenient time to discuss concerns (if relating to a specific incident/action, it is important to record the date, time description and people present).
2. At the meeting, explain clearly what is worrying you and how it is affecting you and and/or your child.
3. If you are unhappy about the response or not comfortable discussing, seek another person.
4. If these avenues have been unsuccessful, arrange a time to meet or write to school leadership.
5. If still not content with the outcome make contact with Catholic Education South Australia.

