



Pathway for Resolving Concerns and Complaints at School

We 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

The College acknowledges that parents and caregivers can sometimes have concerns about school related issues. The resolution of these concerns is vital to the wellbeing and success of our community. Our College provides processes that allows parents/ guardians to resolve concerns & complaints in a supportive conciliatory environment

This policy applies to concerns of parents/ guardians 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 to immediately to the relevant external agency.

Your Rights & Responsibilities

Most concerns should be able to be resolved informally. Any parent/guardian 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.

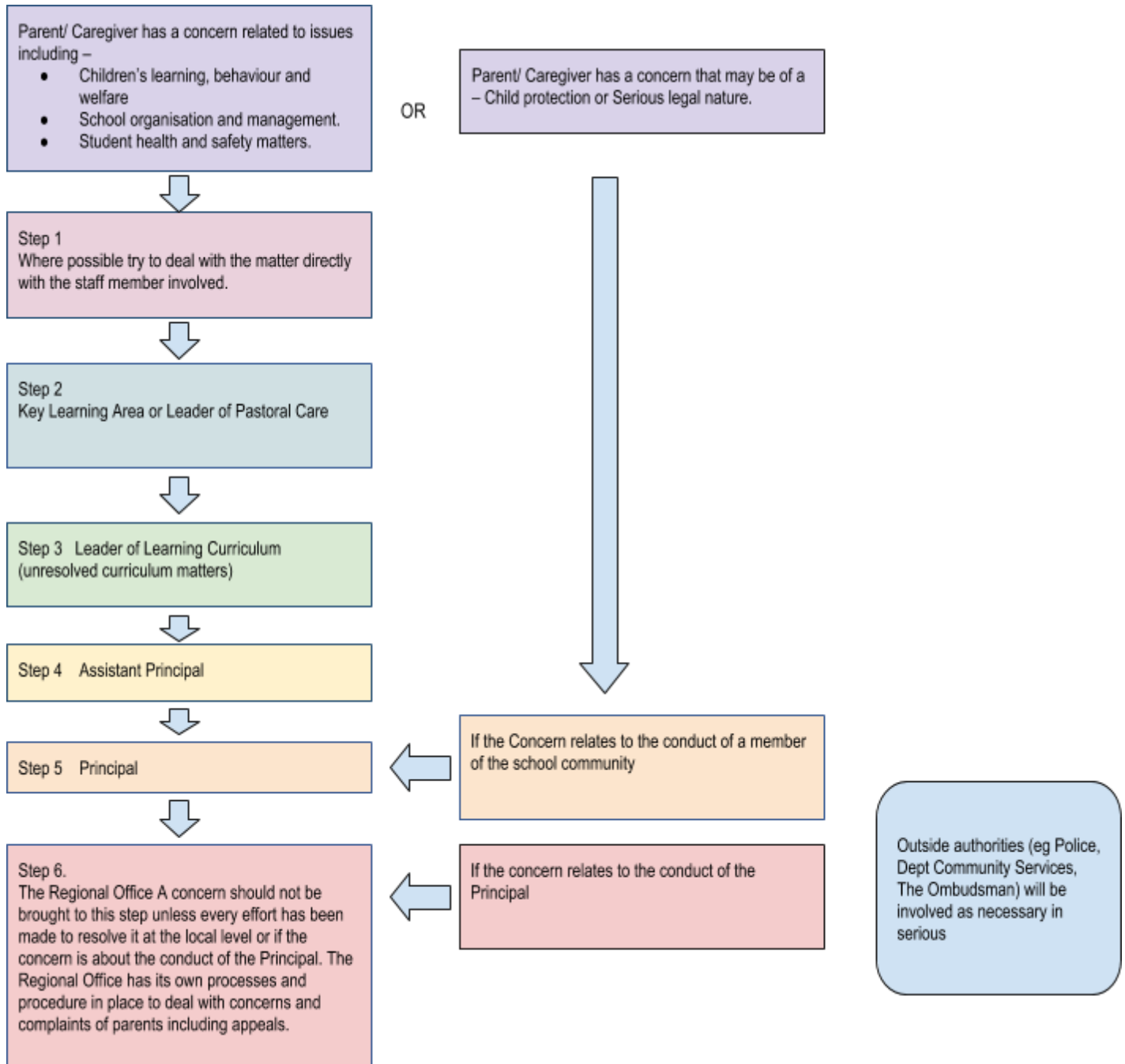
Parents/Guardians are encouraged to contact the school (through a note in the student diary, by letter/email info@olshkensington.syd.catholic.edu.au or by telephone 9662 4088) to raise a concern. The appropriate staff member will contact the parents/ guardians as soon as practicable.

Parents/Guardian who come to the school must report to the College Reception to ask for an appointment to see the appropriate staff member. Details regarding the matter will be taken at this time. Parents/Guardians should never directly approach students or staff members.

Confidentiality will be respected and maintained by all parties involved. At all times matters are best resolved in a calm and polite manner



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