INTRODUCTION:
The Core Values of our school celebrate:

- We are Community
- We are Lifelong Learners
- We are Created in the Image of God

In the light of these values Staff, Parents and caregivers are committed to the wellbeing, safety and education of the children in our school. As co-educators of their children, parents or caregivers have a right to be involved in their child’s learning, to be informed about their progress and to voice their concerns when issues arise.

SCOPE:
This protocol relates to complaints raised by parents or caregivers within our Holy Family Primary School community.

PRINCIPLES

- The following principles apply at Holy Family in resolving issues and grievances:
  - the best interests of the child are the primary focus of any discussion or outcome
  - the rights, responsibilities and expectations are articulated in the Holy Family Primary School Behaviour Management Plan
  - while it is recognised that some issues may be emotive, communication between parties will be respectful and aimed at achieving meaningful resolution whilst maintaining the dignity of all involved
  - the outcomes are mutually agreed and there is a willingness to restore productive partnerships
  - confidentiality must always be respected by all parties
  - anonymity is not encouraged and cannot be guaranteed
  - at no time is it acceptable for a parent or caregivers to address another child directly about the concerns
  - it is inappropriate for parents or caregiver to approach other parents or caregivers
  - it is expected that the child’s class teacher will be consulted in the first instance. However, for significant matters, direct referral to the School Leadership Team may be appropriate
  - unlawful matters should be referred directly to the Principal.

PROCEDURES

- Every attempt will be made to acknowledge receipt of grievances within two working days
- The initial point of contact for most issues or concerns will be by discussion with the classroom teacher pre-arranged at a mutually suitable time in an appropriate setting. Knowledge of the focus of conversation, before the meeting, can be beneficial to a positive outcome
- When a matter is raised, it will be addressed within a reasonable time and the parent or caregiver will be advised, if appropriate, of action taken and any outcome
- If the parent or caregiver is dissatisfied with the response or actions or does not believe that a satisfactory outcome has been achieved, the parent or caregiver is encouraged to discuss the matter with a member of the School Leadership Team
- The School Leadership Team member will respond to assist the parties to achieve resolution of the concerns
- If an outcome cannot be agreed upon, a resolution will be determined by the Principal.
- Matters of child protection should be addressed immediately to the Principal or Leadership Team.

REVIEW
This protocol is updated as required.