

St Anthony's Catholic Primary School

Positive Resolution Procedures for Parents/Carers



Procedures:

The following guidelines may assist you to resolve your concern with the appropriate person. For example; the Class Teacher, Principal, Parent/Carer

Step 1:

Make an appointment with the staff member concerned.

- The best way to communicate this is by direct contact, email or a note. This allows for the arrangement of a mutually acceptable time and the ability for all parties to be prepared and able to give their full attention to the matter.
- Inform the person of the topic for discussion.
- Listen to each other and discuss possible courses of action and outcomes. It may help to note your concerns prior to the meeting.
- Allow a reasonable timeframe for the issue to be addressed and feedback to be given.
- Please DO NOT enter the school classrooms or offices about grievances without prior arrangement.
- If you consider the issue is unresolved, state this at the conclusion of the meeting.

If not resolved, move to step 2.

Step 2:

Make an appointment with the Principal.

- If you consider the issue is still unresolved, state this at the conclusion of the meeting.

If not resolved, move to step 3.

Step 3:

Contact the Catholic Education Office via the CESA Website or email to

["intake@cesa.catholic.edu.au"](mailto:intake@cesa.catholic.edu.au).

Guidelines:

Before the meeting

- Write down your thoughts so that you can remain clear about your most important concerns and what you hope to achieve from your discussions.
- You may wish to seek advice from a trusted friend. Remember to respect the confidentiality of any other persons who may be involved.
- Critically reflect – are your concerns justified? Could there be another side to this situation?

At the meeting

- Clearly define the issue. State your needs.
- Offer possible solutions, aim for something you will both be happy with.
- Be prepared to compromise.
- Issue may be resolved.
- If you consider that the issue is still not resolved, state this at the conclusion of the meeting.

After the meeting

- You may need to decide to monitor the situation before meeting again.
- Arrange another meeting with the person concerned.