

# Guidelines for parents & carers to express concerns or complaints



## Preamble

Caroline Chisholm Catholic College (College) works in an educational partnership with parents for the benefit of all students. On entering into this partnership, parent(s)/carer(s) assume a number of important responsibilities, which include: loyalty to the College community, a commitment to the College Vision and Mission statement and support of all College policies and expectations.

## Guiding Principles

It is acknowledged that there may be occasions when parent(s)/ carer(s) wish to express concerns or make complaints regarding College matters. Parent(s)/carer(s) are always encouraged to communicate with the relevant College personnel to discuss their concerns.

The College is always available to assist parent(s)/carer(s) through discussion in developing a clearer understanding of College expectations in all areas. The College will immediately end any interaction with parent(s)/carer(s) where the behavior is deemed unacceptable.

Parent(s)/carer(s) are required to express their concerns in a calm and respectful manner towards all staff who may be involved. On presenting the concern, the relevant family must be able to be identified. Any anonymous concerns or complaints cannot be satisfactorily investigated, as the College would be unable to confirm them as genuine.

The College reserves the right not to respond to messages that contain abuse, inflammatory statements or material clearly intended to intimidate.

## Policy Guidelines

In the first instance, parent(s)/carer(s) should contact the College Contact below in relation to the relevant topic:

SUBJECT	COLLEGE CONTACT
Curriculum Matters	<b>Learner Mentor</b> , Subject Teacher
Student's Academic Progress	<b>Learner Mentor</b> , Subject Teacher
Student Welfare Matters	<b>Learner Mentor</b> , House Coordinator
General Student Behaviour	<b>Learner Mentor</b> , House Coordinator
College Policy Management	<b>College Compliance Officer</b>
Staff	<b>Deputy Principal (Staff)</b>
Off Campus incidents involving Students in/out of College Hours	<b>Deputy Principal (Wellbeing)</b>
Uniform	<b>Learner Mentor</b> , House Coordinator
Financial	<b>Business Manager</b>
Social Media	<b>Director of Communications</b>

If the matter relates to an aspect of College not covered in the list above please contact the College to ascertain the responsible staff member, if you are unclear.

If the matter is not satisfactorily resolved in the first instance, parent(s)/carer(s) may direct the concern/ complaint to the relevant Leadership position, be it, a Deputy Principal or their delegate, for example. The concern/ complaint should be made in writing, and contain all relevant information and any available evidence as well as a proposed solution to the concern or complaint.

In all cases where the matter cannot be satisfactorily resolved by following the above steps, parents are encouraged to contact the College Principal.

The College reserves its rights to take any action it considers necessary and proper in relation to any concern raised or complaint made by a parent/carers.

### **Responsibility for Implementation**

Various College staff including the Principal, Deputy Principal Wellbeing, Registrar and Directors of Campus

### **Related Policies**

Related Documents

CEOM Policy 2.4

The Victorian Education and Training Reform Regulations 2007

Equal Opportunity Act 1996 (VIC) Disability

Discrimination Act 1992 (Cwlth)

Privacy Amendment (Private Sector) Act 2000 (Cwlth)

### **Policy Owner**

Principal