PROCEDURE FOR RAISING A CONCERN OR COMPLAINT:

St Joseph’s School parents and caregivers are encouraged to get to know the Principal and their children’s teachers through the above mechanisms listed. The Principal, Administration and teaching staff welcome these as opportunities to build relationships with parents.

Complaints about any aspect of the School’s operations, service or personnel will be handled responsively, openly and in a timely manner while respecting the confidential nature of such matters. The following are recommended courses of action regarding communication between parents and the school:

Step 1. DISCUSS WITH YOUR CHILD’S TEACHER

St Joseph’s School acknowledges that concerns and issues exist that may be resolved informally without the need to follow a formal complaints process. In such cases complainants are encouraged to initially raise issues or concerns informally with the relevant teacher. Discussing the issue or concern as soon as possible and face to face may clarify the situation and resolve any misunderstandings satisfactorily. To avoid disruption to the teaching schedule, communication with teachers should take place at mutually convenient times. If a longer conference time is thought to be needed, an appointment can be made through the school secretary or via a short note to the teacher concerned.

Step 2. DISCUSS WITH THE SCHOOL PRINCIPAL.

In the event that this does not resolve the issue, the complainant should then bring it to the attention of the Principal. The Principal is available to meet with parents and carers upon request where:

a) You believe that a particular teacher has not adequately addressed the classroom concern which you have raised directly with them; or

b) You have an issue, concern or matter of interest about the general operation of the school.

Parents who wish to have an interview with the Principal should make an appointment through the secretary. Where a mutually available interview time is unavailable for a period of days, the school will offer an interview opportunity with the Assistant Principal.

Step 3. REFER TO BRISBANE CATHOLIC EDUCATION OFFICE

In the event an issue or concern cannot be satisfactorily addressed at the school level, it can be taken up with the Brisbane Catholic Education office.

Matters pertaining to the life of the school should, in the first instance, be raised at the school level. Failure to do so often delays the process of achieving resolution, as in nearly all cases matters will be referred back to the School Principal for consideration before the Brisbane Catholic Education office will become involved.

It is expected that parents, carers and teachers will follow this process as the fastest way to achieve a positive outcome.

Step 4. RECORD KEEPING

All complaints that cannot be resolved will be recorded by the staff member handling the complaint and kept on the relevant file/s. Details should include:

- The nature of the complaint
- Dates and names of parties concerned
- Staff members involved in handling the complaint
- Action taken and outcomes.