Deciding How to Handle Serious Matters

Some matters will need further investigation. If this is the case, a decision will be made about how a concern will be handled.

Some matters must not be handled in our school because they are serious. They must be referred to Brisbane Catholic Education or perhaps the Police.

Complaint Management

At this stage of handling the complaint, we will try to find out about your concern. We will try to understand the circumstances and causes.

You should help by providing all the information you can. We may need to talk to people to get a complete picture. As we do this, we hope to begin to explore options to resolve the matter.

You can help us by focussing on a positive resolution to the matter. Your information will be treated confidentially. Where a matter must be investigated by an external agency, it will need to be passed on to it.

You need to be aware that the person who is being complained about usually has the right to be made aware of the complaint.

Resolution

Whoever is handling your complaint will use the facts that have been gathered to make a decision that is fair to all.

We will work to put things right for you and would appreciate your help to do this. Ideally, we would work towards a satisfactory resolution.

Our vision statement identifies that we aim to nurture positive Christian values through community partnership. We are committed to live out our vision and our hope is that we move forward together.
Moving Forward Together—Resolving Concerns in a Positive Manner

Effective partnerships between parents, children and staff are important in building a positive atmosphere in our schools. One part of that partnership is trust and openness. We need to be able to talk to each other when we have concerns, so that issues can be worked through appropriately and confidently.

When these issues or concerns do arise, it is important that you share these things with us. Perhaps we haven’t explained things well. We need to know so we can put things right.

Sometimes decisions need to be made and we might need to explain the reasons behind them. As a result we can all move forward together.

Voicing a Concern

We want to hear your concerns and we want to work together to improve our school.

You can raise an issue with any member of staff. But remember the old saying, “there are two sides to every story”. We find that most issues can be easily solved through a discussion with class teachers first. They have an understanding of your child/children first hand and often are able to allay your concern easily.

They will listen. They will ask questions to make sure they understand. They may take notes to help in following up your concern.

Who to go to?

First Point of call
- Staff member directly involved in the issue.

If follow up is needed
- Administration Team.

What Can You Expect?

There are usually four phases in handling a concern. In most cases, these can all be worked through quickly in one process.

1. Try to state your concern calmly, clearly and courteously. Being aggressive will not help solve the issue.

2. We will listen to your concern and make sure we understand it.

3. The teacher/administrator will summarise the main points. We will try to explain any school policy or procedure on the issue.

4. We will work out what action needs to occur with you, and we will deal with the concern or refer it to another person.

In most cases, we should be able to resolve your concern straight away.

Mr Tim Stinson
Principal