



## Resolution of Issues of Concern Policy

### Rationale

Schooling of children in the Mater Dei Catholic community is a partnership between the school, parents, students and the community.

As with all partnerships, from time to time there will be misunderstandings and differences leading to various levels of concern.

Mater Dei wants to ensure that all of its parents, students, staff and community members have access to a resolution policy and procedure encompassing qualities of fairness, dignity, respect, confidentiality and equity.

This policy aims to provide a framework for effective communication between all members of our community when a matter of concern arises.

### Principles

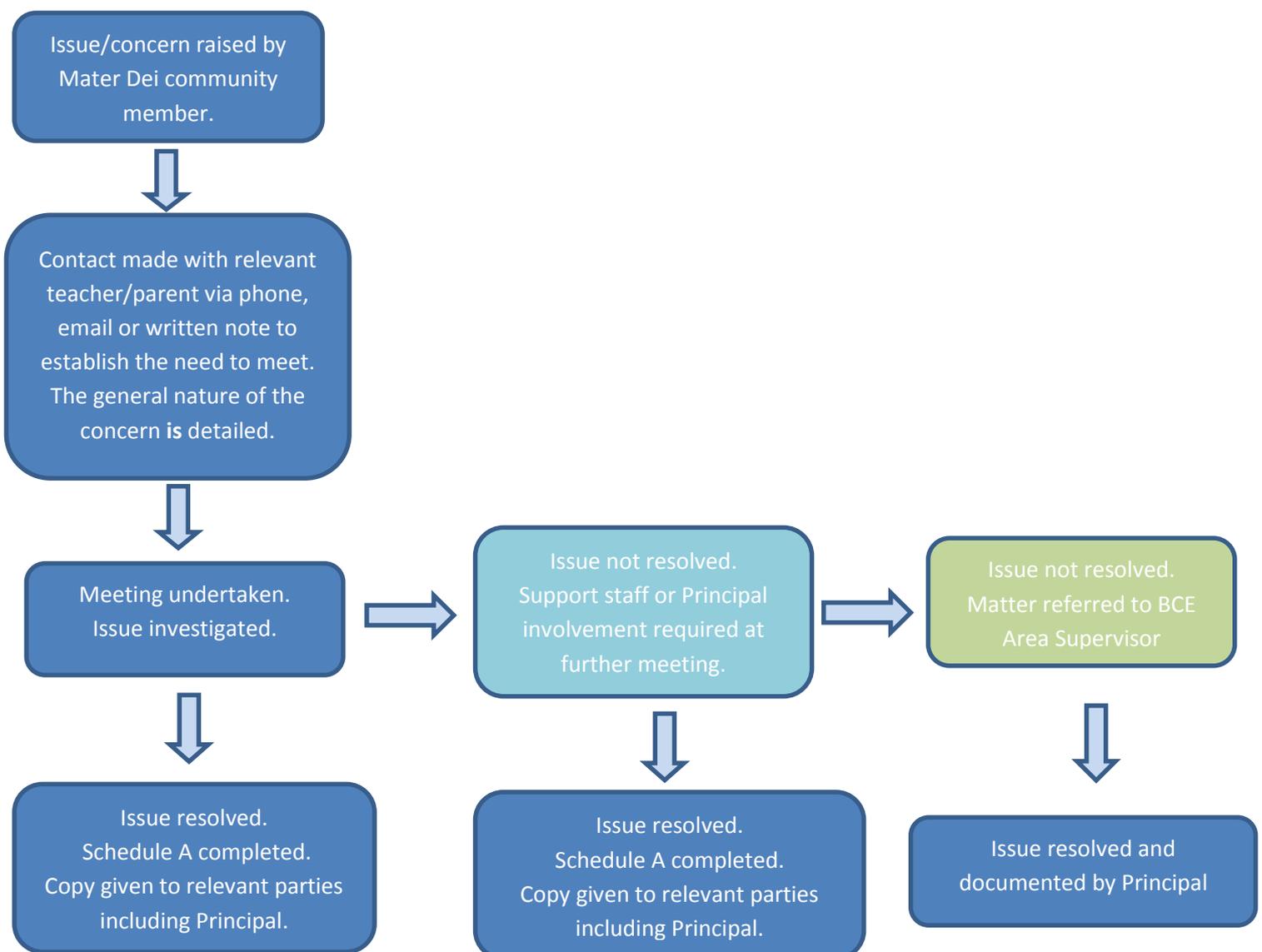
1. This policy is to be published on the Mater Dei website and available to all in the community.
2. In undertaking the process, all parties have a right to be heard, agree to act courteously, politely, honestly and expect that relationships will continue respectfully both during and after the process. Further, throughout the process, all parties are to respect others', dignity, views, beliefs and circumstances.
3. Confidentiality is always a key element both during and after the process.
4. Whilst the rights of the individual will be respected, the communal rights and greater good of Mater Dei will exceed that of the individual.
5. It is accepted that the majority of concerns are best handled at a school level in the first instance and that most concerns are able to be resolved through direct contact between the relevant parties (i.e. parent to teacher or student to teacher).
6. To ensure the physical and psychological welfare of the school community, any concerning behaviour is to be reported in writing and a record of that behaviour is to be kept by the Principal.
7. Concerns are able to be raised by parents, staff, students or community members and addressed according to this policy.

### Procedure

1. Communication/notification of a concern in the first instance is to be raised with the relevant teacher by phone, email or written form placed in an envelope with the teacher's name appearing on the face of the envelope and handed into the school office for delivery to the teacher.
2. It is only appropriate to use email to alert the relevant parties of the need to meet and to communicate the general nature of the concern. Matters of a complex nature will not be resolved via email.
3. Upon receipt of the communication/notification of a concern, the teacher or the Principal is to acknowledge receipt of the notification and offer a mechanism for resolution of the concern within two business days. This recognises that teaching staff may not access email during school hours.

4. No action will be taken until any required investigation or inquiry is complete.
5. Each concern is to be investigated and resolved in a timely manner.
6. If the mechanism for resolution of a concern is agreed to be by meeting, such meeting will be held within school grounds at a time mutually convenient to the parties.
7. Issues are raised and discussed with the facts and context of the issue established. Each party to a concern is to use their best endeavours to reach a mutually agreeable outcome.
8. Should a concern not be able to be resolved at a first meeting, the parties are able to enter into further agreed communication (i.e. further meeting) in an attempt to resolve the concern. The Principal or other relevant personnel (e.g. support teacher, guidance counsellor) may be invited to attend the follow up meeting.
9. All concerns are to be resolved with a mutually agreeable outcome and recorded in Schedule A. Copies of Schedule A will be offered to the parties concerned. A copy of Schedule A is also kept on file in the Principal's office.
10. In the event that an issue remains unresolved after consultation with the Principal, at the request of either party, the matter can be referred in writing to the Brisbane Catholic Education Area Supervisor for assistance.

Flow Chart of Procedure



# Schedule A

This form needs to be completed at the conclusion of the meeting to summarise the issue discussed and future action to be undertaken to resolve the matter.

**Date:**

**Time:**

**People in attendance:**

**What is the nature of the concern?**

**Concern raised by:**

**Summary of the key facts in relation to this matter:**

**Agreed outcomes/resolutions (to be completed at or post discussion):**

Action	By Whom?	When?

**Review date:**

**Any further action required:**

\_\_\_\_\_

**Teacher**

\_\_\_\_\_

**Principal**

\_\_\_\_\_

**Parent/Guardian**

Copy given to relevant parties Copy given to Principal
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