

Seeking Information and/or Clarification

- If you have a concern or are unsure about an issue, please seek clarification or further information.
- There are many forms of communication which can be used to seek clarification or greater understanding of a situation.
- The Office staff may be able to help with information or direct you to the appropriate source.

Means of communication include

- class diary / communication book
- making a time to speak with a teacher
- speaking to the Office staff for clarification
- phone call
- emailing general enquiry or specific details

Implementation

St Raphael's School is committed to developing positive relationships between school and home. Clear lines of communication including a flow chart for dealing with issues of concern, contribute to this outcome.

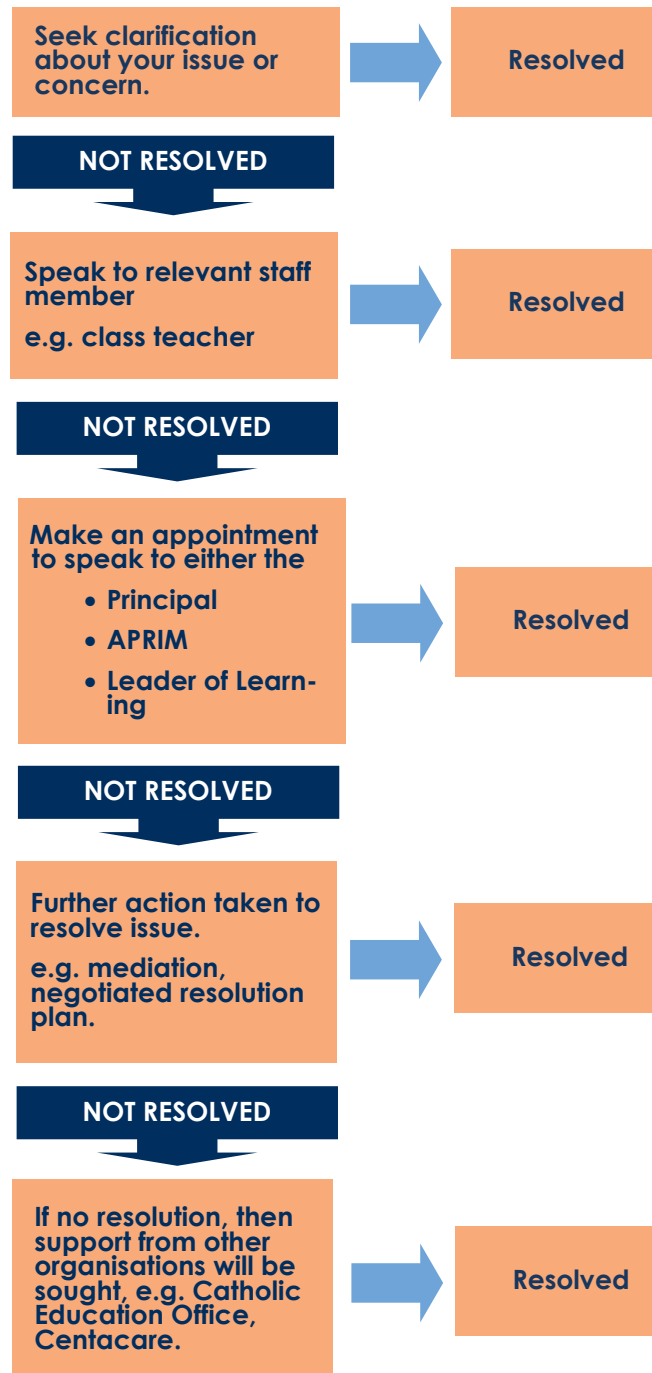
In this light, the following behaviours are considered inappropriate and unacceptable form all members of St Raphael's School community

- offensive, abusive language
- harassment and bullying in all its forms
- physical violence
- malicious gossip or untruths
- intimidations of staff, children, parents or carers or by verbal or non-verbal language
- inappropriate or disrespectful use of social media

In addition, it is inappropriate for any parent or carer to confront another parent or carer's child or for any confrontation between adults to occur in front of children.

A detailed policy and procedure can be found on the school website.

Positive Resolution Flow Chart



St Raphael's School
P A R K S I D E

Positive Resolution Policy



Purpose

- To ensure our actions reflect the Gospel values of respect and dignity for all
- To develop a culture of communication which is open, trusting and respectful of all
- To recognise that reconciliation is an integral part of restoring relationships and building community for all school members

Underlying Principles

- At St Raphael's School relationships between parents, staff and students are highly valued. Parents and staff are partners in the educational process of the children in our care. Together we endeavour to promote Gospel values that are reflected in all that we do.
- As a school community we acknowledge that good communication between those within a community is vital to developing ongoing good relationships.
- In any community parents may feel concerned about something that they believe is happening at school. Misunderstandings may occur, decisions will be made with which not all will agree, conflicts may arise. This is a part of being community. Being open and dealing with these appropriately is also a part of a well functioning community.

The Rights and Responsibilities of Parents

Any parent or caregiver has the right to raise a concern and have it responded to promptly, fairly, without fear of repercussions and according to principles of procedural fairness. Most concerns will be able to be resolved informally.

Expectations

- In order to deal with concerns and complaints it is important that members of the community communicate calmly, clearly and honestly
- Demonstrate mutual respect for each other and seek to understand and accept the others' concerns, opinions and feelings, no matter how different to their own they may be
- Strive to solve the problem in a constructive manner which focuses on the issue
- Ensure that problems/concerns are dealt with according to the structure outlined in the "Guidelines for Problem Resolution" section of this policy

Guidelines for Problem Resolution

A. *If a problem relates to your child, then you are asked to:*

- Keep an open mind. The first task is to seek clarification, to ensure that you have all the facts
- Make an appointment to see your child's teacher or the staff member concerned. Finding an appropriate time is important, such as when a teacher is free from supervising children.
- Inform the person of the topic for discussion.
- Adopt an attitude that clarification is needed and that together the problem can be resolved.
- Listen to each other and discuss possible courses of action and outcomes. It is important to work together to solve the problem/concern for the benefit of the child/children concerned.
- 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
- Advise the parties involved that if, after going through this process, the problem is not resolved, you will speak with some-one else, e.g. the APRIM and/or the Principal.

Step 2

- Make an appointment to speak with the APRIM and/or the Principal if the issue is not resolved.
- Approach this process positively so that our children will clearly understand and see appropriate modelling when solving problems.
- If you consider the issue is still unresolved, state this at the conclusion of the meeting.

Step 3

- Contact Catholic Education SA

Other problems (i.e. with another adult at the school)

- Speak directly with the other person concerned (only if appropriate to do so)
- Use an appropriate manner in which to speak to others. Verbal and non-verbal communication should reflect dignity and respect by all relevant parties.
- Choose a suitable environment that is appropriate, private and conducive to carry out the discussions (eg classroom after school or available office)
- Seek support by making an appointment with either the APRIM and/or Principal if the problem is not resolved