



## **COMMUNICATION – POSITIVE RELATIONSHIPS DEVELOPMENT PROCEDURE FOR PARENTS**

---

If a parent has a particular problem or complaint, the following steps are recognised as being appropriate in bringing the grievance to attention and in working constructively towards having the problem resolved.

### **Procedure**

Should a parent wish to raise a concern or problem then:

1. If the matter is of a general nature in regard to school policy or practice, an appointment should be made with the Principal.
2. If the matter is concerned with the parents' child, an appointment should be made to see the child's teacher at a time most convenient to both parties to discuss the problem and resolve the matter.
3. If the issue has been unable to be resolved in step two, an appointment should then be made with the Principal to further explore the matter and to seek a resolution.
4. If a resolution cannot be found by the above steps, or if the problem or complaint is in regard to the Principal, then contact should be made with the Brisbane Catholic Education and an appointment made with the Supervisor of Schools – Northern Region to facilitate a resolution.

### **Resolution Process**

It is important that a sense of mutual respect, honesty and a willingness to search for an equitable resolution be uppermost in the minds of all who engage in seeking solutions to a problem. The following guidelines should be used when meeting to discuss a problem or complaint:

- ***Establish the facts of the matter and isolate the problem.***
- ***Focus on the facts and offer solutions to the problem.***
- ***Listen to answers and don't jump to conclusions. Remain calm and work to resolve the problem.***
- ***Decide on a solution.***
- ***Agree on the implementation and fix a review date.***

It is important that you commence communication as soon as possible so that the issue can be resolved at the earliest possible stage. It cannot be fixed if people do not know about it!