



St Mary's College works in an educational partnership with parents for the benefit of all students. On entering into this partnership, families assume a number of important responsibilities which include loyalty to the College community, a commitment to the College Vision and Mission Statement and support of all College policies and expectations.

It is acknowledged that there may be occasions when parents wish to express concerns or make complaints regarding College matters. Parents are always encouraged to communicate with the relevant College personnel to discuss their concerns.

The College is always available to assist parents through discussion in developing a clearer understanding of College expectations in all areas. The College will terminate any interaction with parents where parent behaviour is deemed unacceptable.

Parents are required to express their concerns in a calm and respectful manner towards all staff who may be involved. On presenting the concern, the family must be able to be identified. Any anonymous concerns or complaints cannot be satisfactorily investigated as the College would be unable to confirm them as genuine.

The College reserves the right not to respond to messages which contain abuse, inflammatory statements or material clearly intended to intimidate.

In having specific concerns, and complaints addressed, we recommend that initial contact be made with the relevant College personnel in the order below:

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|---------------------------|---|
| Curriculum Matters | Subject teacher Learning Leader Assistant Principal (Curriculum) |
| Student Academic Progress | Subject teacher Learning Leader Assistant Principal (Curriculum) |
| Student Wellbeing Matters | Pastoral Care teacher Pastoral Leader Deputy Principal (Pastoral) |
| Sport Matters | Sports Co-ordinator |
| Uniform | Pastoral Care teacher Pastoral Leader Deputy Principal (Pastoral) |
| Financial | Finance Manager Business Manager |
| Enrolments | PA to the Principal |

In all cases where the matter cannot be satisfactorily resolved following the above table, parents are encouraged to contact the Deputy Principal / Principal.

<http://www.bne.catholic.edu.au/students-parents/Pages/Student,-Parent-and-Guardian-Complaints-Management-policy.aspx>

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| Responsibility for implementation: | Staff, students and parents/guardians |
| Policy status: | New |
| Key stakeholders: | Staff, students and families |
| Endorsement Body: | Senior Leadership Team |
| Policy Author: | Principal |
| Date of Review: | 2018 |
| Date of Scheduled Review: | 2021 |

The content of this policy can be changed at the College's discretion at any time without notification.