

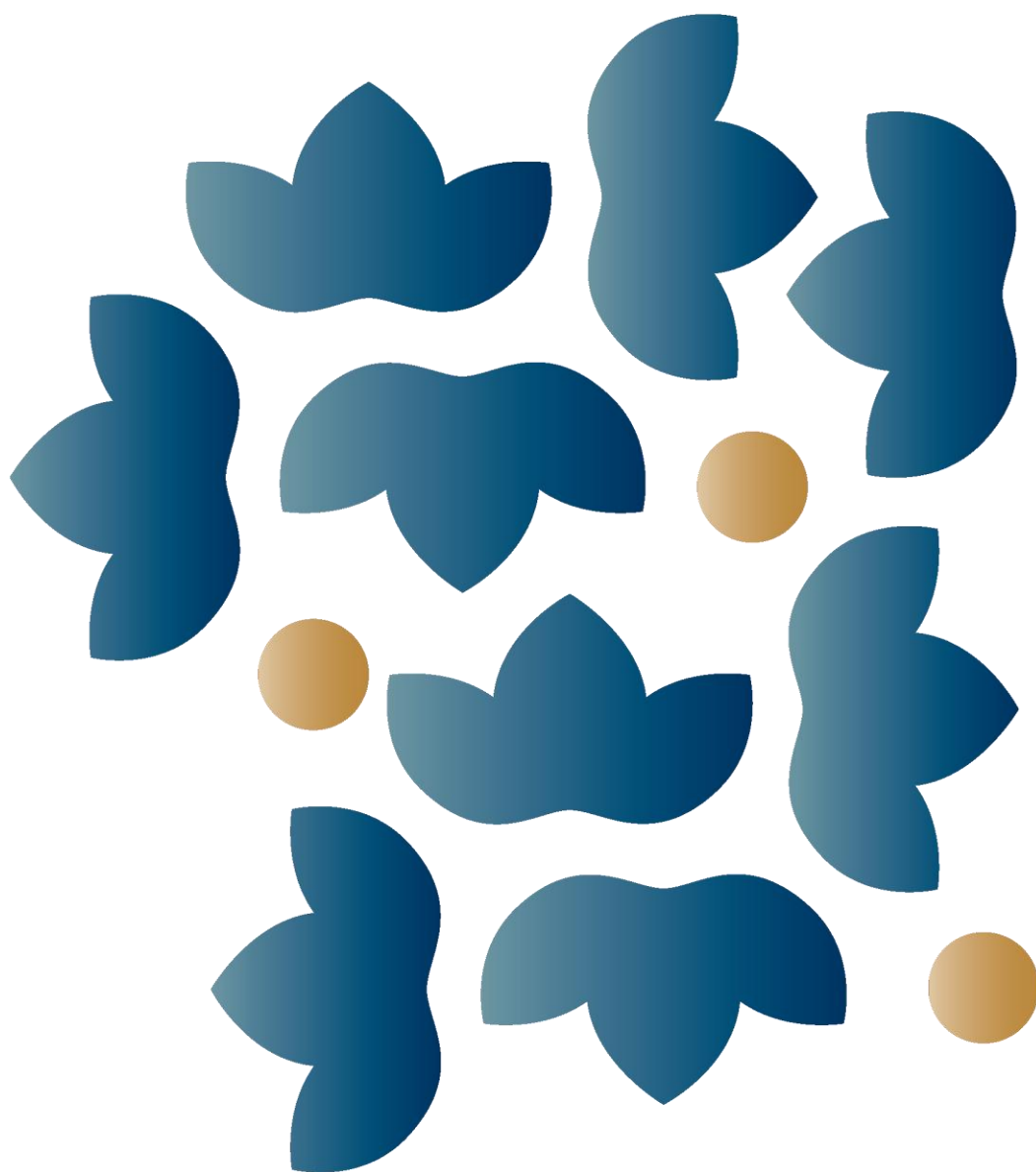


# St Joseph's School

HINDMARSH

## Policy

# Process for Parents and Staff to Resolve Issues



## CONTEXT

At St Joseph's School Hindmarsh and relationships between parents, staff and students are highly valued. Parents and staff are partners in the educational process of the children in our care, based on the spirit and charism of St Mary MacKillop. Together, we endeavour to promote Gospel values that are reflected in all that we do.

As a school community we recognise and acknowledge the great support and co-operation already given and which exists between staff, students and families.

Our Catholic tradition heritage provides the basis for our philosophy and process. An environment where each community member is recognized as a unique individual with rights and responsibilities is integral to this process.

**The development of personal responsibility and behaviour education processes are formulated in the light of the Gospel, ensuring the rights of teachers to teach and students to learn in partnership with parents/caregivers in a safe and caring Christian environment. This is articulated in the schools Restoring Relationships Policy.**

## SCOPE OF POLICY

- The school and preschool environment is a lived reality of the Gospel message *'to love your neighbour as yourself'*, and the Josephite Ethos, "In All Things Love".
- To recognise that reconciliation is an integral part of restoring relationships and building community for all school members.
- To ensure that a positive learning environment exists for all students.

## BEHAVIOUR RESPONSIBILITIES

**All adults are expected to:**

- Abide by the St Joseph's School Hindmarsh school policies, rules and expectations while on the school premises and/or attending school functions or at any other form of school representation.
- Act in a manner which is conducive to the building of relationships.
- Respect all school property.
- Ensure that problems/concerns are dealt with according to the structure outlined in the ***Guidelines for Problem Resolution*** section of this policy.

## Examples of Inappropriate Behaviours

- Offensive, abusive language
- Harassment
- Physical violence
- Malicious gossip
- Intimidating staff or parents/caregivers/students by verbal/non-verbal language
- Cyber bullying

## Guidelines for Problem Resolution

We do our best to address and satisfactorily resolve problems which come to our attention. However, there may be occasions when it is felt that a problem has not been resolved in the most appropriate manner.

In such situations the following procedure is used:

## **Problem Resolution Procedure**

On no account is any parent to confront or approach someone else's child.

Parents are asked not to talk to other parents and/or other children, i.e. other non-involved parties, to gather information.

It is not appropriate to want to talk to a teacher to resolve an issue while a class is in progress or while a teacher is supervising children.

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

- Keep an open mind. The first task is to seek clarification, as you may not have all the facts.
- In a friendly manner, make an appointment to see your child's class teacher or the teacher concerned. Finding an appropriate time is important, such as when a teacher is free from supervising children.
- Adopt an attitude that clarification is needed and that together the problem will be resolved.
- Work together to solve the problem/conflict for the benefit of the particular child/children involved.
- Advise the parties involved that, if after going through this process the problem is not resolved, you will speak with someone else, e.g. member of leadership team
- Arrange a suitable time to speak with the member of leadership team (as required/appropriate).
- Approach this process positively so that our children will clearly understand and see appropriate modelling when solving problems.
- Be positive.

### **B. Other problems (i.e. between parents, another adult)**

- Speak directly with the person concerned (if practicable and safe 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 regarding the particular issue(s).
- Refrain from using open areas as others may inadvertently and unnecessarily become aware of the issues.
- Seek support by making an appointment with either member of leadership team if the problem is not resolved. Refer to the *FLOW CHART* (back page).

NB: If the problem relates to School Policy, persons concerned may wish to address the School Board in writing, detailing those concerns. It would be appropriate to first raise the issue with the school leadership team and/ or Principal

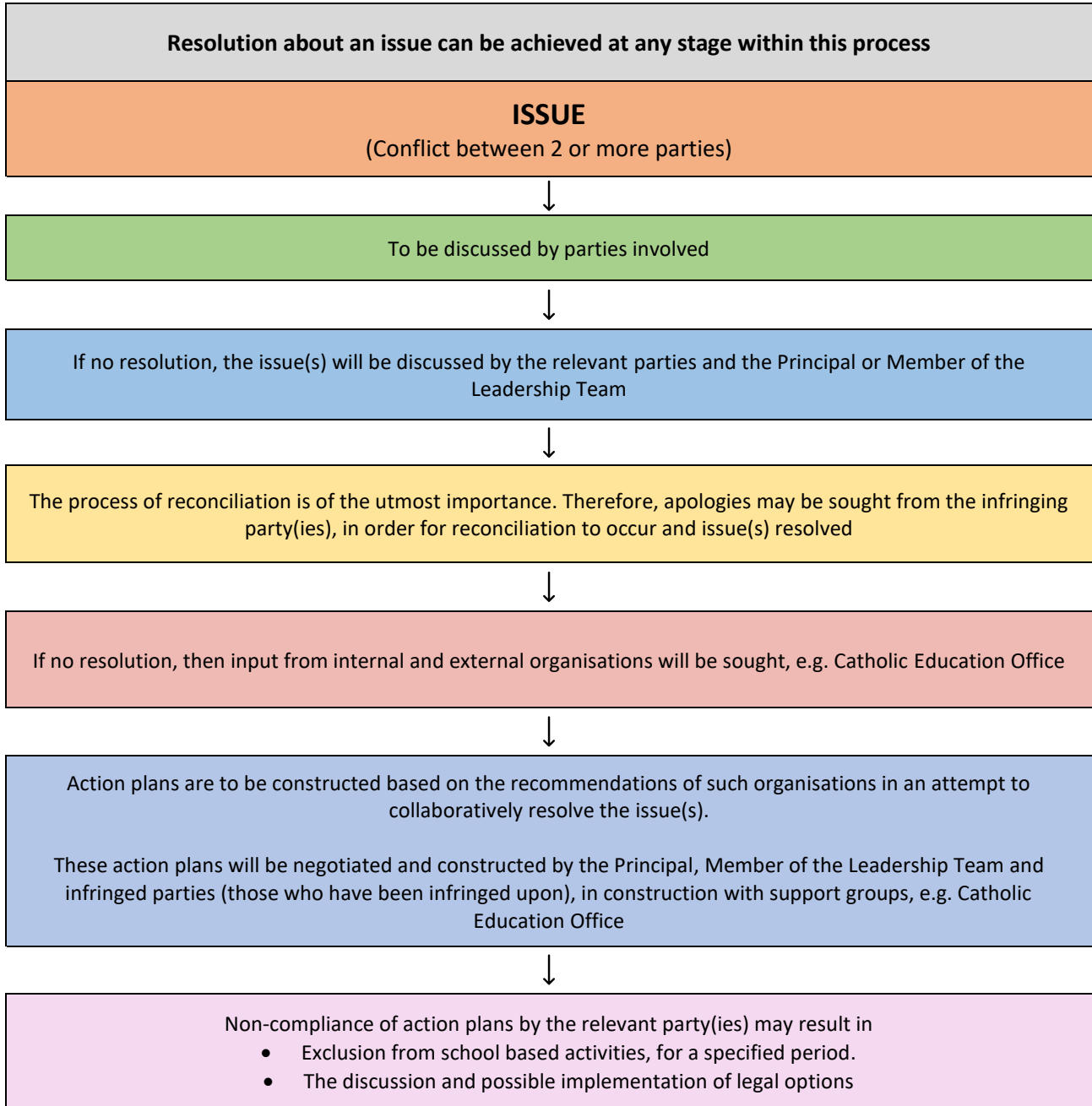
*"All will be right with time and a little patience."*

**Mary MacKillop 1873**

*"Be compassionate as our Father is compassionate.  
Do not judge, and you will not be judged yourselves,  
do not condemn and you  
will not be condemned yourselves;  
grant pardon, and you will be pardoned.  
Give and there will be gifts for you."*

**Luke 6: 36-38**

## FLOW CHART



Craig Costello  
**Chairperson**  
**Dated: 5<sup>th</sup> November 2024**

Marianne Farrugia  
**Principal**  
**Dated: 5<sup>th</sup> November 2024**

### REVISION RECORD

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