



# Positive Resolution Policy for Parents and Carers

Developed by: Staff and School Board

**Notes:**

1. All references to 'Staff members' include Leadership, Administration Staff, Educational Support Officers, Teachers and Temporary Relieving Teachers.
2. All references to 'Parents and Carers' include Grandparents, Relatives, Friends and Volunteers.

## Underlying Assumptions, Philosophy and Rationale:

**We at All Saints Catholic Primary School believe/understand that:**

- safety, a basic human right, is a pre-requisite for our school to be able to carry out our mission to educate
- in a spirit of co responsibility the school works in partnership with families for the benefit of our children
- the dignity of the human person is fundamental to Catholic teaching
- we operate in a wider community context where legal requirements exist
- we have a duty of care to the children and families enrolled at All Saints Catholic Primary School.

## Purpose/Aims:

**Through the application of this policy, we at All Saints Catholic Primary School aim to:**

- provide an environment where each member of our community is recognised as a unique individual with rights and responsibilities
- ensure that the underlying values of our guiding principles reflect the way we restore relationships and build community
- acknowledge the support and cooperation that already exists between staff, children, parents and carers.

## Guidelines:

**In support of this policy:**

**The Principal will:**

- ensure that all parents and carers have an understanding of this policy including the flow chart that outlines the steps they need to take to achieve a positive resolution to their problem
- encourage an atmosphere of listening and shared problem solving in an effort to find peaceful solutions to problems or concerns
- behave in a manner which is conducive to the building of relationships
- encourage parents and carers to participate in the review of this policy
- ensure all parents and carers can access this policy via the school's website at [www.allsaints.catholic.edu.au](http://www.allsaints.catholic.edu.au) or by collecting a hard copy from the front office
- ensure a member of the Leadership Team will address and attempt to resolve any problems which are brought to their attention.

**All Staff members will:**

- ensure they are fully aware of this policy and encourage parents and carers to follow the steps they need to take to achieve a positive resolution to their problem
- encourage an atmosphere of listening and shared problem solving in an effort to find peaceful solutions
- behave in a manner which is conducive to the building of positive relationships.

**Parents and Carers will:**

- ensure they are fully aware of this policy and the flow chart they need to follow to seek peaceful resolution to their problems or concerns
- abide by the school policies, rules and expectations while on the school premises and or attending school functions or any other form of school representation
- work closely with the school to seek peaceful resolution to problems or concerns
- behave in a manner which is conducive to the building of positive relationships.

## Implementation

All Saints 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 from all members of the All Saints community:

- offensive, abusive language
- harassment and bullying in all its forms
- physical violence
- malicious gossip or untruths
- intimidation of staff, parents, carers or children 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.

**Basis of Discretion:**

Should an adult display behaviour which makes others feel unsafe on our school grounds or at a school event, the Principal will seek advice from CESA and may ban this person from the activity and possibly future events. At times, this situation may require a third party mediator to promote a peaceful solution to the matters raised.

**Support Documents:**

- All Saints Parent and Carer Positive Resolution Flow Chart
- SACCS policy


**Financial Budget:**

Nil

**Resources:**

The following organisations may be of assistance to adults experiencing difficulties:

- Access Counselling: Ph. 1300 66 77 00

Sign: \_\_\_\_\_ Date: 8/10/2020  
(Principal) 

Sign: \_\_\_\_\_ Date: 14/10/2020  
(Chairperson on behalf of School Board) 

Date to be reviewed: August 2023

# All Saints

Positive Resolution Procedures for Parents/Carers



## Procedures:

The following guidelines may assist you to resolve your concern with the appropriate person, initially the Class Teacher, then Leadership, then Principal, then CESA.

### Step One:

Make an appointment with the person concerned.

- The best way to communicate this is by direct contact, email or a note. This allows for the arrangement of a mutually acceptable time, and the ability for all parties to be prepared and able to give their full attention to the matter.
- Inform the person of the topic for discussion.
- Listen to each other and discuss possible courses of action and outcomes. It may help to note your concerns prior to the meeting.
- 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.

If not resolved, move to step 2.

### Step Two:

Make an appointment with the most relevant Leadership Team member.

- If you consider the issue is still unresolved, state this at the conclusion of the meeting.

### Step Three:

Make an appointment with the Principal.

### Step Four:

Contact Catholic Education SA

## Guidelines:

Before the meeting

- Write down your thoughts so that you can remain clear about your most important concerns and what you hope to achieve from your discussion.
- You may wish to seek advice from a trusted friend. Remember to respect the confidentiality of any other persons who may be involved.
- Critically reflect - are your concerns justified? Could there be another side to this situation.

At the meeting

- Clearly define the issue. State your needs.
- Offer possible solutions, aim for something you will both be happy with.
- Be prepared to compromise.
- Issue may be resolved.
- If you consider that the issue is still not resolved, state this at the conclusion of the meeting.

After the meeting

- You may decide to monitor the situation before meeting again.
- Arrange another meeting with the person concerned.

A friend or advocate could offer support during the meeting. Taking minutes of the meeting is also a useful strategy to assist in meeting agreed goals.