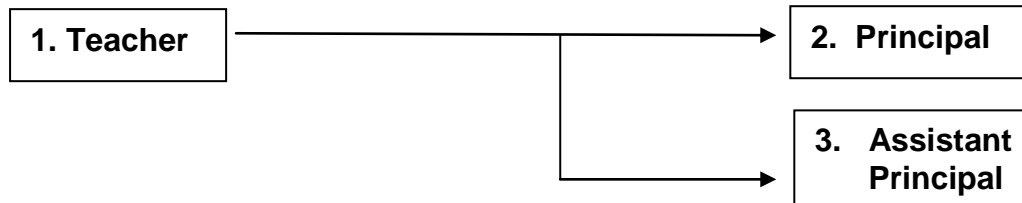




Dealing with Issues and Concerns at Our Lady of Mercy Primary School

In the event that you have some issues or concerns regarding your child's schooling we would ask that you follow the process below.

ISSUES/CONCERNS PROTOCOL



1. Make an appointment with the classroom teacher.
2. If you are not happy with the outcome of the meeting with the teacher, **notify the teacher** and make an appointment to see the Principal.
3. In the absence of the Principal make an appointment to see the Assistant Principal.

When dealing with an issue or concern regarding your child's schooling it is important to note:

- That it is important to remain calm and objective.
- Determine whether this adverse situation can be a learning experience for your child. Can they work this problem out for themselves?
- Talking to other parents about your concerns can create confusion and uncertainty and be detrimental to the community; Please keep issues confidential.
- Make an appointment through the correct channels –through the office or via an email or a sealed note to the teacher.
- Avoid approaching the teacher first thing in the morning and expecting an appointment on the spot.
- We are here to help so try to stay calm and avoid approaching the teacher on the defensive.
- Be prepared to listen to the teacher and be open to discuss the issue.
- If you are not satisfied with the outcome of the meeting with the teacher, let the teacher know that you are taking the matter to the Leadership Team or the Principal.
- Always respect the dignity of all parties involved.
- Matters will remain strictly confidential and all parties involved will work with respect for one another, focusing their energies on solutions.
- Teacher Assistants are not at liberty to discuss school matters with parents. Please do not approach them for information.
- Anonymous letters, petitions, letters signed by groups of parents, group meeting requests and the like are not in line with how we as a Catholic Community deal with issues and concerns. These methods to resolve issues are considered intimidating will not be acknowledged.
- The use of social media to air grievances pertaining to our school, school community and *any* of its members, including innuendo is not acceptable. This behaviour is considered not within our Catholic beliefs, traditions and ethos.
- We believe we are a great school. From time to time issues will occur, we need you to work calmly and rationally with us to come to a resolution together.
- When you accept the offer to enrol your child at Our Lady of Mercy, you agree to support and trust the staff who are employed by the school and the policies that exist within it.

At all times remember that you are in *partnership* with the school and decisions are made with the best intentions and interest of all children.