



Loreto Normanhurst

POLICY AND PROCEDURES FOR ADDRESSING COMMUNITY CONCERNS

RATIONALE

Gospel and Loreto values guide our policy and procedures for addressing community concerns. We believe that at Loreto Normanhurst it is the responsibility of each individual to live and act according to these values. This policy and these procedures apply to all Loreto Normanhurst employees and community members.

BASIC ASSUMPTIONS

Loreto Normanhurst acknowledges that parents have a right to raise concerns and have them addressed by the appropriate staff member. These concerns will be handled objectively, with sensitivity, and not in a reactive manner. They will be handled promptly and settled amicably at the appropriate level. Similarly, Loreto Normanhurst staff have a right to be treated with courtesy and respect when community members are raising concerns.

If a concern relates to the conduct of a staff member, then the staff member is entitled to know the details of the complaint against them, including the name of the person raising the concern, the specific details of the complaint and be given the opportunity to respond. However if the complaint relates to an allegation of serious misconduct of sexual, physical or emotional abuse, the Principal will immediately follow the processes outlined in the school's Child Protection Policy and Procedures rather than the Complaints Policy and Procedures.

PROCEDURES

In the first instance, parents are requested to approach the staff member with whom they have concern or the staff member responsible for the matter that is causing unease. If, following this discussion, the parent does not feel the matter to be resolved, and wants to pursue the matter further, the appropriate channels are:

- Teaching and Learning issues should be raised with the Head of Department or Director of Students: Learning
- Pastoral care issues should be raised with the House Co-ordinator or Director of Students: Pastoral Care
- Boarding issues should be raised with the Boarding Co-ordinator or Director of Boarding
- Business office issues should be raised with the Business Manager

Concerns should be raised with the Principal or Deputy Principal only if the matter cannot be resolved through the above channels.

RECORD KEEPING

Records of the concern, the process for handling of it and any outcomes will be retained on the appropriate file.

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