



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 staff and community members.

BASIC ASSUMPTIONS

Loreto Normanhurst acknowledges that students and/or 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 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 any conduct that they view as inappropriate, reportable conduct or criminal conduct, they should report this to the Principal or her delegate. All such reports will be dealt with in accordance with the processes outlined in the School's Child Protection Policy and Procedures rather than this policy.

PROCEDURES

Students are encouraged to let their parents know if they have a concern.

In the first instance, parents are requested to approach the staff member with whom they have a 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/and then the Deans or Director of Learning
- Pastoral care issues should be raised with the Head of House or/and then the Dean or Director of Pastoral Care
- Boarding issues should be raised with the Boarding Coordinator or/and then the Dean or Director of Boarding
- Business operations and property issues should be raised with the Chief Operating Officer
- Extra-curricular issues should be raised with the Coordinator of the activity or/and the Dean of Extra-curricular.

Concerns should be raised with the Deputy Principal or the 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.

This policy is published on the School's website and the HR section of the Staff Intranet.



Version	Approved By	Version Date	Comment	Policy Owner	Next Review Date
1	Leadership Team	October 2003	Original	Principal	2004
2	Leadership Team	2004,2005,2006,2007,2008,2009	Review, no change	Principal	
2	Leadership Team	2010	Revised	Principal	2011
3	Leadership Team	2011	Revised	Principal	2012
4	Leadership Team	2012,2013,2014,2015	Review, no change	Principal	2016
5	Leadership Team	2016	Revised	Principal	2017
6	Leadership Team	2017,2018	Review, no change	Principal	2019
7	Leadership Team	2019	Revised	Principal	2020