



CATHOLIC EDUCATION OFFICE DIOCESE OF SALE

Parent Complaints

GENERAL INFORMATION

The Catholic Education Office Diocese of Sale is committed to treating everyone with dignity and respect and encourages good communication between parents and schools.

Schools and the Catholic Education Office in the Diocese of Sale act in accordance with the Department of Education and Early Childhood Development's parent complaints policy and processes when managing your complaint. Further information about the policy *Addressing parents' concerns and complaints effectively: policy and guides*, including everyone's role in resolving concerns and complaints, can be found on the Department's website www.education.vic.gov.au

All concerns and complaints lodged with the Catholic Education Office about a Catholic school in the Diocese of Sale are addressed in line with relevant professional and administrative standards and in accordance with obligations and rights afforded under Victorian legislative and regulatory frameworks. These include the *Education and Training Reform Act 2006*, the *Charter of Human Rights and Responsibilities Act 2006* and the *Equal Opportunity Act 2010*.

HOW DO I RAISE AN ISSUE OR MAKE A COMPLAINT?

The school should always be your first point of contact. Schools need to know if you have any concerns about your child's education. Teaching and learning works best when parents and teachers talk to each other and work together to solve any problems. You are always welcome to ask about and request a copy of your school's policies and procedures.

WHEN CONTACTING THE SCHOOL

Any appointments to speak with school staff about a complaint should be arranged through the school office.

- Plan what you will say so you can clearly explain what the problem is. You might want to make some notes to help you.
- Have some ideas about how the problem could be resolved realistically.
- Talk about the problem with your child's teacher/s by telephone or organise a face-to-face meeting. Most problems can be solved this way.
- If you still have a concern after talking to your child's teacher/s you may want to speak to the Assistant Principal or Principal.

WHEN TO CONTACT THE CATHOLIC EDUCATION OFFICE

If the matter is not resolved by speaking to the Principal or Assistant Principal at your school, you can contact the Education Consultant at the Catholic Education Office who will assist you and the school to find a solution.

Catholic Education Office Diocese of Sale 5622 6600

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