



## St. Gerard Majella School

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### Process for parents with concerns

St Gerard Majella School wants what is best for your child, and wants to sort out any issues or concerns quickly. You can usually do this by speaking to your child's class teacher. However, some issues are not sorted out easily and we have developed this process to assist us better communicate with you. It is important that all parties maintain a sense of goodwill and the school respects that parents need to be listened to and supported.

Firstly, we encourage children to 'responsibly report' any issues or concerns they may have at school to their teacher. This encourages children to develop problem solving and getting along strategies. Parents should only intervene on behalf of their child/ren as a last resort and after responsible reporting by the child has not resolved the issue. However, if they are unable to work out their concern with teacher support, then parents may need to offer additional support and guidance. Depending on the concern that a parent may have, the following process should be used as a guide.

#### **Classroom Concern**

1. Classroom teacher
2. Principal
3. School Development Officer

#### **RE/Faith Concern**

1. Classroom teacher
2. APRE
3. Principal
4. Parish Priest
5. School Development Officer
6. Diocesan Faith and Religious Education Coordinator

#### **Curriculum Concern**

1. Classroom teacher
2. Curriculum Coordinator
3. Principal
4. School Development Officer

#### **OSHC Concerns**

1. OSHC Assistant
2. OSHC Coordinator
3. Principal

#### **Learning Support Concerns**

1. Classroom teacher
2. Learning Support Teacher
3. Principal

#### **School Issues and Concerns**

1. Individual (who is at the centre of the concern)

2. Principal
3. School Development Officer

School issues cover a wide range of issues which do not directly affect the classroom

#### **Tuckshop Concerns**

1. Tuckshop Convenor
2. Principal

Where there is concern from parents at St Gerard Majella in relation to their child, we use a series of steps to ensure that all involved achieve a satisfactory understanding or resolution.

If possible see the person who can most directly address your concerns first and describe and clarify the problem. (Generally make an appointment outside of school hours as staff are not always available for 'on-the-spot' meetings).

Follow the steps above which clarify who can help you in a variety of situations. It is important that if parents have concerns with another child in the school that they do not directly approach the child or their parent. Please ensure concerns are addressed through the classroom teacher or principal.

This series of steps can successfully facilitate full discussion of all sides of an issue and quickly lead to satisfactory outcomes for all involved.

**We are committed to positive, open and caring relationships which are important to our school community. When anyone in this community has a cause for concern, we are committed to dealing positively with concerns quickly, fairly and as harmoniously as possible.**