**Positive Resolution Procedure**

At St Margaret Mary’s School we believe we need to communicate clearly that issues or concerns are to be resolved in respectful and appropriate ways. It is important that grievances are kept confidential and that a time of reflection takes place. Verbal and non-verbal communication should be respectful and uphold the dignity of all involved.

3. If warranted, leadership will mediate the dispute or suggest outside agencies to guide you.

2. Raise your concerns with the class teacher and/or leadership if it affects the learning or safety of students.

1. Take the time to reflect on the concern.

**Another Parent**

5. If the problem is not resolved, seek guidance from Catholic Education South Australia (CESA)

4. Agree upon a time to review the decision made.

3. Listen to the staff member’s response. Together decide the action to be taken by both parties.

2. Discuss your concern in a calm and fair manner.

1. Express your concern to the person.

**Leadership**

3. Where appropriate, the parents of the child you have made the complaint about will be informed of the issue and the appropriate consequence.

2. The teacher will address the concern through the school wellbeing procedures and will consult leadership. You will be advised of the outcome.

1. Express your concern to a teacher. **Under no circumstances should a parent approach an issue directly with a student.** Please do not speak to a parent about their child’s behaviour towards your child. Refer to the class teacher.

**A Student**

6. If the problem can’t be resolved, seek guidance from Catholic Education South Australia (CESA).

5. If the problem is not resolved make an appointment to see the Principal or Deputy Principal.

4. Agree upon a time to review the decision made.

3. Listen to the staff member’s response. Together decide the action to be taken by both parties.

2. Discuss your concern in a calm and fair manner.

1. Make a time to meet with the person concerned.

**A Staff Member**

3. If the problem can’t be resolved, seek guidance from Catholic Education South Australia (CESA)

2. If the problem can’t be resolved, express your concern in writing to the School Board.

1. Make an appointment with a member of leadership to discuss your concerns.

**A School Policy**

**I have an issue about….**