At MacKillop Catholic College, we believe that the relationship between the home and the school is very important part of ensuring that children are happy, secure and open to learning. We recognise that parents and teachers need to work closely together to provide the best educational opportunities for their children. We encourage you to discuss your child’s progress with his/her teacher and to let us know if you have any concerns so that we might work together to resolve these as promptly and effectively as we can.

What to do if you have a problem:

- Try to identify the problem clearly before contacting the College. If there is more than one problem, list them to ensure that the extent of the problem is clear to the College.

- Decide whether the problem is a concern, enquiry or complaint. This will help in finding a solution.

- Make an appointment to meet with your child’s home room teacher. The best way to do this is to contact the College office to arrange a mutually convenient time for a telephone call or meeting.

- If you do not feel after your meeting that the matter has been resolved or if you have a complaint about the teacher or another staff member, make arrangements to meet with the Year Level Co-ordinator.

- Try to stay calm when discussing your concern. Even if you don’t feel it, being calm will help you get your concerns across more clearly than if you are upset or angry. It may help to take someone with you.

- Remember, the staff are committed to resolving any issues that parents might have regarding their children and will discuss with you actions that might be taken in regard to your concern.

- If you do not feel after your meeting that the matter has been resolved or if you have a complaint about the teacher or another staff member, make arrangements to meet with the Deputy Principal.

- If you still do not feel that the matter has been resolved or if your complaint is about a very serious matter, send your complaint in writing to the Principal.

- If this does not resolve the issue or if your complaint is about a very serious matter, send your complaint in writing to the MacKillop Catholic College Governing Council Executive Officer, Mr Stuart Elliss, PO Box 102, North Hobart, 7002.

- If the matter has still not been resolved, notify the Director of Catholic Education stating your concerns in writing. If no resolution has been achieved, the Director will arbitrate after thorough examination of the grievance and related issues.

- If matters still remain unresolved you have the right to seek arbitration through the courts, ombudsman, legal representation and other government commissions such as Human Rights Commission etc. These might entail some financial cost to you.

Note: The School Registration Board or the Secretary of the Department of Education do not deal with complaints within the Catholic Education system.
When you make a complaint:

- If a complaint is made against a person, that person will be informed of the nature and content of the complaint and have the right to respond.

- Discussions of complaints are confidential.

- Complaints may be made verbally or in writing.

- All complaints, the actions taken to resolve them and outcomes of those actions will be fully documented.

- A person who has made a complaint may withdraw it at any time. If the complaint is in writing, the withdrawal should also be in writing.

- No one will be victimised as a result of taking out a formal grievance.

- At the formal stage, a person who has made a complaint has the right to be represented and supported by another person of his/her choice as a support person.

- A process of mediation may be available if a complaint is not satisfactorily resolved.

FLOW CHART FOR MAKING COMPLAINTS - SECONDARY

[Flowchart diagram]

- Contact the Home Room Teacher or Year Level Co-ordinator
- Arrange a meeting and discuss
- Resolved

  - Unresolved
  - Contact the Deputy Principal
  - Arrange a meeting and discuss
  - Resolved

  - Unresolved
  - Contact the Principal
  - Arrange a meeting and discuss
  - Resolved

  - Unresolved
  - Contact the Executive Officer of the School’s Governing Authority
  - Arrange a meeting and discuss
  - Resolved

  - Unresolved
  - Contact the School Governing Council Authority
  - Write your complaint and send
  - Resolved/Conclusion
At MacKillop Catholic College, we believe that it is important that everyone feels happy and safe at school so that the best learning can take place. We believe that everyone, staff and students, need to work closely together to provide the best educational opportunities for you. If you have a problem, a concern or a complaint, we encourage you to speak to someone about it and we have provided some steps that you might work through to help you do this.

What to do if you have a problem:
- Try to identify the problem that is upsetting you. If there is more than one problem, list them so that you are clear about what you feel or need.
- If you feel you can, talk to the person you are having the problem with and if their behaviour is upsetting you, tell them to stop.
- Often parents can help when young people are unsure of what to do. It is a good idea to ask for support and advice when problems arise rather than keep it all to yourself.
- If your talk with the person you are having the problem with does not solve your problem, talk to a teacher about your concerns and ask them to help you deal with it. Your teacher will often be able to give you good ideas on how to cope with it and will help you. You should explain:
  - Who was involved
  - What happened
  - What you did
  - What you believe was unfair or unjust
- Try to stay calm when discussing your problem or concern. Even if you don’t feel it, being calm will help you get your concerns across more clearly than if you are upset or angry. It may help to take someone with you.
- Work with the teacher to decide what should be done to help you.
- If you still do not feel that the matter has been solved, make an appointment to talk to the person at our College who deals with student problems. This may be the Year Level Co-ordinator or Deputy Principal. The teacher will tell you who this is if you don’t already know.
- If you still do not feel that the matter has been solved, make a time to talk to the Principal about your concern.

Remember:
- Sometimes the person helping you will need to speak to someone else so that the problem can be solved. You need to let that person know that you are OK about that.
- You can bring a friend, parent or a teacher to support you when you need to talk about the problem.
- No one will be allowed to pick on you or hurt you because you made a complaint.
- If you want to, you can write out your complaint in a letter instead of talking about it, but the person helping you will need to speak to you later.
A STUDENT'S GUIDE TO MAKING A COMPLAINT

Can you cope with this yourself?

Discuss your complaint with the person involved

ACTION WORKED

ACTION DID NOT WORK

Can a Teacher or Year Level Co-ordinator help?

Talk over your complaint with a teacher/YLC and ask for help

ACTION WORKED

ACTION DID NOT WORK

Could the Deputy Principal help?

Talk it over again and ask for help?

ACTION WORKED

ACTION DID NOT WORK

Could the Principal help?

Make an appointment to discuss your complaint with the Principal

ACTION WORKED