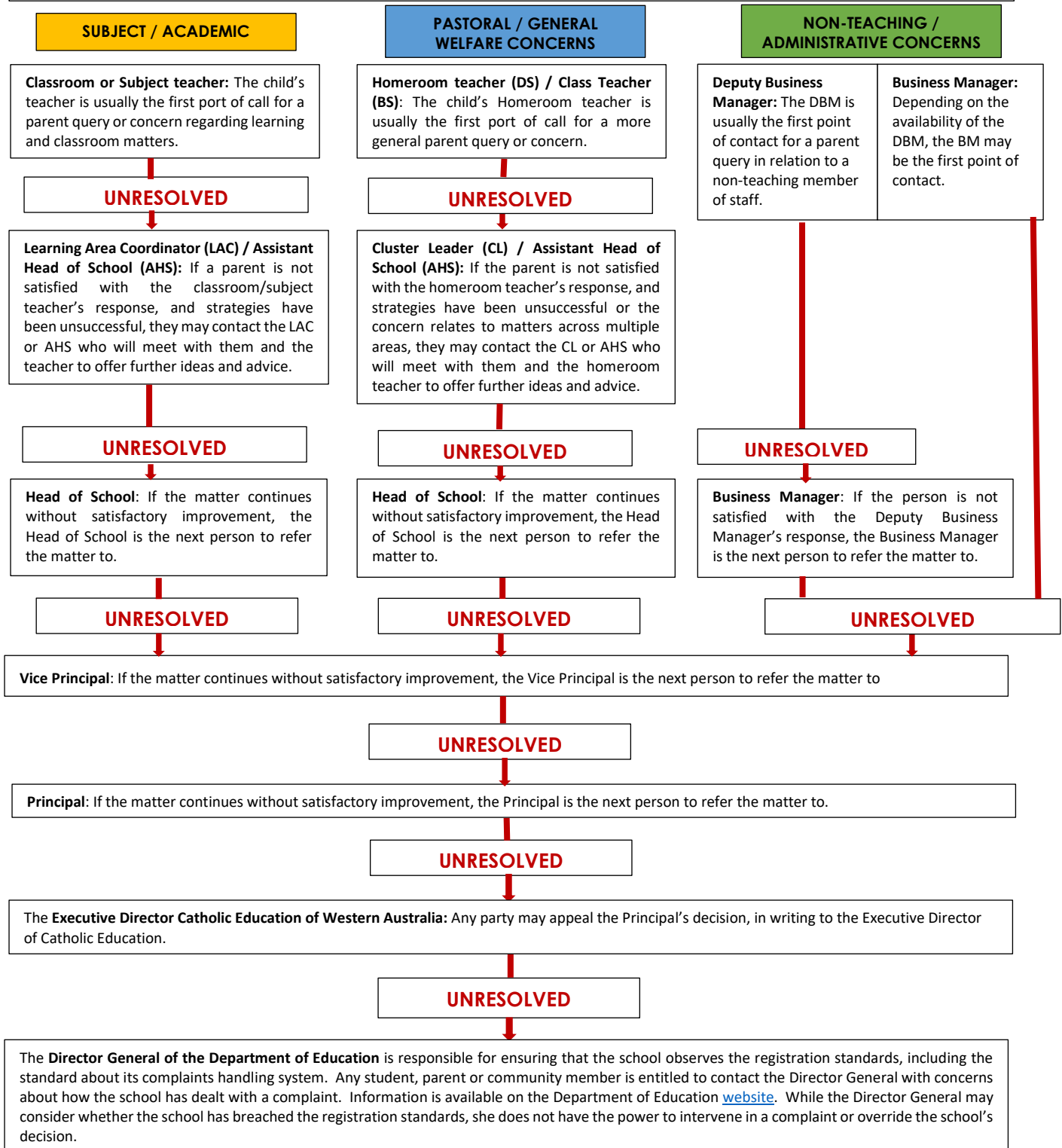


RESOLVING MATTERS OF CONCERN

[Process Guide for Parents]

Initially, matters of concern should be raised directly with the person involved (e.g., classroom or subject teacher) with the intent to resolve the matter at the lowest possible level. Similarly, if a matter needs to be brought to the attention of a senior member of staff (e.g., Learning Area Coordinator, Cluster Leader, Head of School), the same applies. Such interactions need to take place at the most appropriate **place, time** and **manner** (Refer to the College's *Code of Conduct*).



EXCEPTIONAL CIRCUMSTANCES: In the event that a matter of serious incompetence or sexual misconduct is involved the matter should be referred to a staff member's senior manager, immediately. In most instances this will be the principal. In the event that such an issue involves the Principal the matter should be referred directly to Catholic Education Western Australia.

This does not in any way negate the responsibility we have to refer issues in the first instance to the person concerned. This avenue is only to be used where the sensitivity of the issue requires the direct involvement of a senior leader and should not be used as an excuse to circumvent the College processes for resolving difficulties or Complaints. If such a breach of the policy occurs the individuals concerned will be referred back to the level where they departed with procedure.

INTERNATIONAL STUDENTS: International Students may access the Overseas Students Ombudsman, which offers a free and independent service, to resolve disputes between international students and institutions, as part of the institution's internal complaints and appeals procedure.