Diocese of Toowoomba

St Joseph's Catholic Primary School Chinchilla Board Policy

Right Relationship Policy

Rationale

This policy seeks to identify procedures to facilitate dispute resolutions between parents/guardians, school staff members, school Principal, TCS Office and/or the Director TCS.

There exists in the Diocese specialised policies, guidelines and procedures to cover certain types of complaints that may occur in schools (for example, Sexual Harassment, Equal Opportunity or Antidiscrimination.) This policy is not intended to replace any such specialised policies, guidelines or procedures but rather provide direction in how to deal with student, employee or parent grievances.

This Right Relationship Policy does not apply to complaints alleging criminal or unlawful behaviour, which shall be referred to the appropriate authorities.

Values

This policy affirms our values which shape and direct dispute resolution procedures. These values include:

- Our Catholic community is one in which relationships are called to be expressed in a spirit of love, respect and justice for all;
- St Joseph's Primary School believes that the process of resolving disputes demands a deep respect for the value and rights of all parties involved as well as their legal rights, thus maintaining or restoring right relationships.

Policy Statement

St Joseph’s Primary School acts in ways that consider due process, efficiency, individual needs and most importantly, the common good and social justice for all.

Our community recognises the need to behave in ways that are socially just and that nurture best learning in a caring and supportive environment.

Consequences

All community members can assist with resolution of issues by:

- Remaining calm and approaching others in a manner that demonstrates our values of respect, reconciliation and justice for all.
- Addressing the issues, rather than ignoring it.
- Stating the issue clearly and objectively, giving specific instances where appropriate.
- Seeking a solution that attempts to meet the needs of those concerned.
When someone raises a concern, we are committed as soon as practical, to:

- Direct sharing of the concerns by those involved with a view to early and mutual resolution.
- Listen with an open mind.
- Seek to understand the issue.
- Maintain confidentiality.
- Investigate relevant issues carefully.
- Resolve issues in ways that respect individuals.
- Meet the needs of all concerned as fairly as possible.
- Communicate clearly, sensitively and objectively.
- Establish time lines for actions and review.

**Associated Documents**

- Complaints Management Procedure
- Parent Engagement Charter

Date of Issue:  
April, 2021

Mrs Belinda Jones  
St Joseph’s Catholic Primary School Board  
Chairperson

Date of Review:  
April, 2024

Mrs Melissa Hobson  
St Joseph’s Catholic Primary School  
Principal