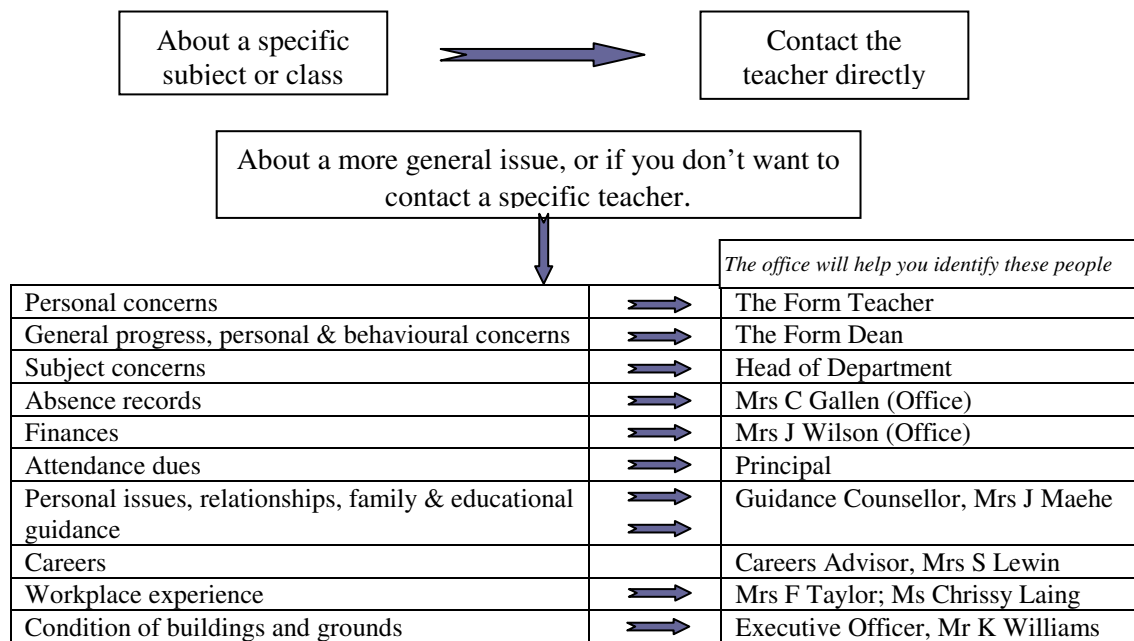




ADVICE TO PARENTS – What to do if you have a concern

Bishop Viard College believes everyone has the right to have concerns heard and dealt with equitably.

A. If you have a concern:



OR

Senior Administration Staff:
Principal or Deputy Principals

Please either write directly to, or telephone the staff member through the school office. You may need to leave a message with a contact telephone number and times when you can be contacted. The staff member will reply to you as soon as possible.

B. If you are not satisfied with the outcome of your concern, you can make a:



- You should make this in writing and include all relevant details,
- The Principal will discuss the issue with you before deciding what action to take. You are welcome to have someone with you for support if you wish.
- Whilst your complaint will be treated in confidence, other people concerned will have the opportunity to hear all the details and to reply to them.

C. If you are still not satisfied with the outcome you can make a:



- The school office can forward letters to the BOT for you.
- The BOT will investigate any complaints in consultation with the Principal and any other people involved.
- If you would like to discuss the complaint in person you can make a written request to do so, and an appointment will be made. You are welcome to have a support person with you at any discussions.
- You will get a written acknowledgement of your letter when it is received, and a full written response when the matter is resolved.

Problems are always best dealt with quickly and directly.

SO

Talk to the teacher concerned, explain your concern reasonably and try to resolve it. You might have to listen too!



Here are some guidelines if you feel an issue is not being resolved:

Your Form Teacher	←	for curriculum, subject concerns, personal
Your Dean	←	Curriculum, subject concerns, personal relationships, bullying
The Head of Department	←	Assessment, curriculum, subjects
The Guidance Counsellor or Health Clinic	←	Personal issues, relationships, bullying, family or other general concerns
The Principal or Deputy Principals	←	School organization and structures and issues not resolved with those above.

Complaints

- Assessment Issues: ➡ follow guidelines in Senior Course Booklet
- Bullying:¹ ➡ Dean, Guidance Counsellor
- Teachers: ➡ Deputy Principal
- Sexual Harassment:² ➡ Guidance Counsellor, Assistant Principal or appointed student (Head and Deputy Head Students)

How to make the complaint:

- * Choose someone who you trust
- * If your concern is of sexual harassment you should go to the Guidance Counsellor or one of the appointed officers (see current list in library).
If you're not happy with the resolution of your complaint you made, make a written formal complaint addressed to the Principal. She will discuss it with you and anyone else concerned, taking details in writing before resolving the complaint with you.
- * A very serious complaint about the management of the school can be addressed in writing to the Chairperson of the Board of Trustees and given to the school office. The Board will then investigate it, in consultation with the school's senior administration. After the resolution the Board will send you a written response.

¹ Bullying is any behaviour that deliberately makes you feel unhappy. It usually happens more than once. It can be physical, verbal, written or indirect (e.g. leaving you out, spreading nasty stories etc)

² Sexual harassment is any unwanted or offensive attention, action or remarks of a sexual nature, especially when repeated after a request to stop.