FAMILY AND SCHOOL PARTNERSHIP PRINCIPLES

Catholic Schools Parramatta Diocese (CSPD) acknowledges that parents are the first educators of their children. CSPD and its schools value parents and carers as partners and this partnership is critical in supporting each child to achieve their best throughout their learning and faith journey.

The faith development, learning and wellbeing of every child is a shared responsibility between the school and parents/carers. You can learn more about our Family and School Partnership Principles at parra.catholic.edu.au/policies



Working together

Our Catholic faith calls us to care for one another and create communities where everyone can flourish. We know that students thrive when parents work together with educators and support staff who are skilled in supporting students' learning and wellbeing.

Building strong partnerships

A mutual commitment to building strong partnerships between schools and families is critical to creating relationships that are based on transparency, honesty and respect. Our Catholic schools are committed to ensuring that schools are places of welcome and belonging, and provide a safe place for all members of their community.

Working together

The relationship between families and the school must be:

▶ based on mutual trust	► respectful
► honest	► free from discrimination and abuse
► open	► focused on the learning and wellbeing of all students

Complaints Resolution Process

CSPD promotes and maintains positive relationships and harmonious working environments. Guidelines for Parents and Carers in Raising Complaints outlines the principles CSPD will follow when dealing with complaints. If you have a concern or complaint, please raise this with your child's school in the first instance. If you feel your complaint has not been resolved as per our policy and procedures, please contact parentscarerssupport@parra.catholic.edu.au



FLOWCHART FOR RAISING INQUIRIES, CONCERNS OR COMPLAINTS FOR PARENTS AND CARERS

I have a concern in regards to ...

My child's:

- learning
- homework
- behaviour
- bullying
- wellbeing
- uniform
- Religious Education/ Mission
- Staff professional conduct
- Dangerous student behaviour
- Suspension of students
- Behaviour of students outside of school
- Other serious matters
- New enrolments Student insurance

Contact your school office to discuss

Was the concern resolved?

YES NO

Contact CSPD Community cl@parra.catholic.edu.au

Information Technology issues such as

- digital services issues (school issued devices, email accounts)
- Updating of Contact details

V

Parents are requested to

contact their child's school

directly in the first instance

for concerns with Information

Technology Issues

Should the school not be

able to assist you, they will

escalate your concerns to

CSPD Information

Technology support team

School fees

Parents are requested to initially contact the school administration office with any queries relating to school fees

Was the concern resolved?

YES

NO

Your school will escalate your concerns to the CSPD School Fees Liaison Unit (SFLU) where necessary.

(SFLU may respond directly to parents with any concerns escalated by the school where the matter cannot be resolved directly

by the school.)

Parents are advised to contact CSPD Information Technology support team should they need to after the school escelates your concerns by emailing familyICT

Responses will be provided to parents either by the school or the IT support team member as soon as practical.

@parra.catholic.edu.au

If fees are not paid within the required timeframe from the due date on the statement - parents will initially be contacted by the school and then may subsequently be contacted

directly by SFLU

Billing Statements are fully centralised in the CSPD office. Families with queries relating to their statements are asked to contact the Billings Team on

fees@parra.catholic.edu.au

The bottom of your billing statement also outlines contact details for various matters

Parents are encouraged to familiarise themselves with the CSPD fees policy

For more detailed appeal processes. please refer to the policies page on our website:

Guidelines for Parents and Carers in Raising Complaints

Make an appointment to speak with your child's class/ subject teacher, year coordinator or subject leader

Was the concern resolved?

YES

Raise the concern with your child's Leader of Learning, Wellbeing or **Assistant Principal**

Was the concern resolved?

YES

Make an apppointment to Raise the concern with your child's Leader of Learning, speak to your school Principal

Was the concern resolved?

Wellbeing or Assistant

Principal

NO

Contact CSPD via parentscarerssupport @parra.catholic.edu.au

Was the concern resolved?

NO

Make an apppointment to speak to your school Principal

Was the concern resolved?



NO

Contact CSPD via parentscarerssupport @parra.catholic.edu.au

