

# Emmaus Positive Resolution Flowchart for Parents/Carers



**Procedures:** The following guidelines may assist you to resolve your concern with the appropriate person, initially the Class Teacher, then Leadership, then Principal, the CESA.

## Step 1:

- Make an appointment with the person concerned.
- The best way to communicate this is by direct contact, email or a note. This allows for the arrangement of a mutually acceptable time, and the ability for all parties to be prepared and able to give their full attention to the matter.
- Inform the person of the topic for discussion.
- Listen to each other and discuss possible courses of action and outcomes. It may help to note your concerns prior to the meeting.
- Allow a reasonable timeframe for the issue to be addressed and feedback given.
  - Please DO NOT enter the school classrooms or offices about grievances without prior arrangement.

**\*\* If not resolved, move to step 2.**

## Step Two:

Make an appointment with the most relevant Leadership Team member.

- If you consider the issue is still unresolved, state this at the conclusion of the meeting.

## Step Three:

Make an appointment with the Principal.

## Step Four:

Contact Catholic Education SA.

## Guidelines:

### Before the meeting:

- Write your thoughts down so that you can remain clear about your most important concerns and what you hope to achieve.
- You may wish to seek advice from a trusted friend. Remember to respect the confidentiality of anyone other persons who may be involved.
- Critically reflect – are your concerns justified? Could there be another side to this situation?

### At the meeting:

- Clearly define the issue. State your needs.
- Offer possible solutions aim for something you will both be happy with.
- Be prepared to compromise.
- Issues may be resolved.
- If you consider that the issue is still not resolved, state this at the conclusion of the meeting.

### After the meeting:

- You may decide to monitor the situation before meeting again.
- Arrange another meeting with the person concerned.

**Note:** Written minutes can be taken. At no stage will there be permission to record the meeting using technology.