At St Aloysius Catholic College, we believe in being a community where staff, students and parents work together and where everyone undertakes timely and effective communication to address any issues that may arise.

We recognise there will be occasions when parents/guardians may wish to meet with staff regarding academic progress of their child/children, specific curriculum issues, or behaviour management issues. It is important that any queries or concerns are communicated in a timely manner to enable such issues to be resolved quickly.

We welcome the opportunity to discuss concerns or issues as it is always viewed as a positive and constructive way of making the College a better environment for quality education.

St Aloysius Catholic College has a communication protocol. The protocol requires that parents/guardians firstly make contact with the staff member directly responsible for the concern or issue. We ask that you try to identify the problem clearly before making contact with the College. If there is more than one issue, list them to ensure that the extent of the problem is clear and decide whether the problem is a concern, enquiry or complaint. This will help in finding a solution.

Parents/guardians should arrange a time to speak with the relevant staff member/s about the issue or concern. This may be done in several ways:

a) Telephone the College Office and ask to speak to the appropriate staff member. Please remember that the staff member has teaching, yard duty or other responsibilities. Your call will be returned as soon as possible, mostly within 48 hours.

b) Write a note to the staff member in your student’s diary, requesting him/her to contact you, providing your most suitable contact details.

c) Email the staff member using the format of name.surname@catholic.tas.edu.au e.g. john.brown@catholic.tas.edu.au
d) Make an appointment to meet with your child’s class teacher, homeroom teacher or pastoral teacher. The best way to do this is to contact the College Office to arrange a mutually convenient time for a telephone call or meeting.

Staff members are committed to resolving any issues that parents/guardians may have regarding their child/children and will discuss with you actions that might be taken in regard to your concern.

As described above, parents/guardians make their first contact with the teacher directly responsible for their child/children. If the matter has not been resolved in this instance, parents/guardians are asked to make contact with the next level of leadership at the College. At the Kingston Campus, contact should be made with the Director of the Campus. At the Huntingfield Campus, contact should be made with the Learning Centre Coordinator and then the Huntingfield Campus Director.

If the matter has not been resolved at this level, then it is appropriate to make contact with the College Principal. This may be done through a telephone call or a meeting. The Principal may advise the parent/guardian to put their concern/s in writing at this stage.

However, if after meeting with the Principal, the parent/guardian feels that the matter remains unresolved, he/she will need to formally put in writing their concerns about the issue to the Principal, outlining the issue and why it remains unresolved. Depending upon the nature of the issue, the Principal may respond in a variety of ways, including calling a further meeting or may instigate a mediation process, if appropriate.

If the parent/guardian considers that there has not been a resolution from the above process and that his/her issue or concern is of gravity and importance, contact may be made with the Tasmanian Catholic Education Office. This process is outlined in the College’s Grievance Resolution Policy and Procedures, a copy of which may be obtained from either College Office.

The principles of working collaboratively in partnership, conflict resolution, accountability and transparency are at the heart of our Communication Protocol. St Aloysius Catholic College seeks to promote the best education for students and encourages students and parents to contribute to making our College an environment for learning.

Implemented: February 2012.