Our school acknowledges parents may occasionally have cause to make a complaint about an issue of concern in relation to their child’s education.

The Principal and staff of Our Lady of Fatima Catholic Primary School are committed to resolving issues raised by parents or guardians in a prompt, positive and open manner. The school provides a grievance procedure for parents for the early resolution of issues through consultation, co-operation and discussion.

Complaints may be received, either verbally or in writing, by any member of the teaching staff. Our school aims to resolve complaints at the first point of contact with a staff member. If a complaint is not resolved at this point, the matter may be escalated to a higher authority (i.e. from teacher to Principal) for resolution. Generally, complaints regarding specific issues in relation to an individual child should be discussed with the classroom teacher. However, matters related to our school more generally, including issues of school policy, should be discussed with the Principal.

**School/Classroom Concern Flowchart**

**Classroom Concerns**
- Curriculum
- Class Routines
- Homework
- Social Issues
- Behaviour Management

**School Concern**
- Enrolment
- School Organisational
- Health & Safety
- Staffing

The Principal has the final responsibility for the management of all complaints related to school management issues. The Principal will ensure school processes will align with Brisbane Catholic Education’s policies and guidelines on the matter. (Our Lady of Fatima School 2014)