

BEHAVIOUR MANAGEMENT

Our Behaviour Management procedures aim to foster the development of self-discipline in each child. Because we live in a community, all children should be aware of the need to be responsible for their own actions and the consequences of their actions. Kearnan College Junior School implement a 'Traffic Light' Behaviour Management system which is run in conjunction with a 'Positive Rewards' system and a proactive Health program (Friendly Schools) focussing on Social/ Emotional Health (eg. Resiliency).

GRIEVANCE POLICY

PROCEDURE FOR RAISING A CONCERN OR COMPLAINT

The Principal, Administration and teaching staff, welcome opportunities to get to know and build relationships with parents. Complaints about any aspect of the School's operations, service or personnel will be handled responsively, openly and in a timely manner while respecting the confidential nature of such matters.

The following are recommended courses of action regarding communication between parents and the school:

Step 1. DISCUSS WITH YOUR CHILD'S TEACHER

Kearnan College acknowledges that concerns and issues exist that may be resolved informally without the need to follow a formal complaints process. In such cases complainants are encouraged to initially raise issues or concerns informally with the relevant teacher. Discussing the issue or concern as soon as possible and face to face may clarify the situation and resolve any misunderstandings satisfactorily. To avoid disruption to the teaching schedule, communication with teachers should take place at mutually convenient times. If a longer conference time is thought to be needed, an appointment can be made through the school office or via a short note to the teacher concerned.

Step 2. DISCUSS WITH THE HEAD OF JUNIOR SCHOOL

In the event that this does not resolve the issue, the complainant should then bring it to the attention of the Head of Primary. The Head of Primary is available to meet with parents and carers upon request where:

- a) You believe that a particular teacher has not adequately addressed the classroom concern which you have raised directly with them; or

- b) You have an issue, concern or matter of interest about the general operation of the Junior School. Parents who wish to have an interview with the Head of the Junior School should make an appointment through the office.

Step 3. DISCUSS WITH THE SCHOOL PRINCIPAL

In the event that this does not resolve the issue, the complainant should then bring it to the attention of the Principal. Parents who wish to have an interview with the Principal should make an appointment through the office.

Step 4. REFER TO CATHOLIC EDUCATION OFFICE OF WESTERN AUSTRALIA

In the event an issue or concern cannot be satisfactorily addressed at the school level, it can be taken up with the Catholic Education office of WA. Matters pertaining to the life of the school should, in the first instance, be raised at the school level. Failure to do so often delays the process of achieving resolution, as in nearly all cases matters will be referred back to the School Principal for consideration before the Catholic Education office will become involved. It is expected that parents, carers and teachers will follow this process as the fastest way to achieve a positive outcome.

Step 5. RECORD KEEPING

All complaints that cannot be resolved will be recorded by the staff member handling the complaint and kept on the relevant file/s. Details should include:

- The nature of the complaint
- Dates and names of parties concerned
- Staff members involved in handling the complaint
- Action taken and outcomes.