



## LOYOLA COLLEGE

### PROTOCOL AND GUIDELINES FOR PARENTS & GUARDIANS IN EXPRESSING CONCERNS OR COMPLAINTS ABOUT COLLEGE RELATED MATTERS

<b>Intended audience</b>	Loyola College Community
<b>Author</b>	Consult
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#### **PREAMBLE**

Loyola College works in an educational partnership with parents for the benefit of all students. On entering into this partnership, families assume a number of important responsibilities which include: loyalty to the College community, a commitment to the College Vision and Mission statement and support of all College policies and expectations.

#### **GUIDING PRINCIPLES:**

It is acknowledged that there may be occasions when parents wish to express concerns or make complaints regarding College matters. Parents are always encouraged to communicate with the relevant College personnel to discuss their concerns.

The College is always available to assist parents through discussion in developing a clearer understanding of College expectations in all areas. The College will terminate any interaction with parents where parent behavior is deemed unacceptable.

Parents are required to express their concerns in a calm and respectful manner towards all staff who may be involved. On presenting the concern the family must be able to be identified. Any anonymous concerns or complaints cannot be satisfactorily investigated as the College would be unable to confirm them as genuine.

The College reserves the right not to respond to messages which contain abuse, inflammatory statements or material clearly intended to intimidate.

#### **POLICY GUIDELINES**

Curriculum Matters	:	Subject Teacher, Head of Faculty, Deputy Principal ~ Teaching and Learning
Student's Academic Progress	:	Subject Teacher, Student Programs Co-ordinator, Deputy Principal ~ Teaching and Learning
Student Welfare Matters	:	Mentor Teacher, Head of House, Head of Student Services, Deputy Principal ~ Students
General Student Behaviour	:	Mentor Teacher, Head of House, Student Programs Co-ordinator, Deputy Principal ~ Students
Transport Matters	:	Deputy Principal Administration & Personal Development

College Policies	:	Deputy Principal Administration & Personal Development
Staff	:	Deputy Principal ~ Staff and Operations
Off Campus Incidents in/out of College Hours	:	Deputy Principal ~ Students
Uniform	:	Mentor Teacher, Head of House, Deputy Principal ~ Students
Financial	:	Business Manager

In having specific concerns or complaints addressed we recommend that initial contact be made with the relevant College personnel in the order below:

In all cases where the matter cannot be satisfactorily resolved, parents are encouraged to contact the College Principal.