

MACKILLOP COLLEGE PURPOSE STATEMENT

In the context of actively supporting the vision and mission of the Lismore Diocese and St Agnes' Parish, Port Macquarie, we at MacKillop College will:

- Provide students with a holistic education in the Catholic tradition.
- Ensure that our educational endeavour is underpinned by a commitment to evangelisation, witness, worship, service and community.
- Engage students in contemporary learning that will empower them.
- Collaborate as teachers to ensure all students learn at a high level.
- Promote excellence among students and staff.
- Create school environments that are welcoming, caring, safe, supportive and well structured.
- Promote partnerships and quality relationships based on the values taught by Jesus.
- Maintain high standards in personal behaviour and professional conduct.
- Work together as a family of schools to ensure a united Parish secondary schools' endeavour.

WHY DO CONCERNS ARISE?

Schools are very busy places - there are numerous things that happen, and there are many decisions made every day.

At the same time, the community is quite diverse, with many individuals or groups having vastly different opinions on how things should be done.

It is inevitable, therefore, that times will arise when some parents agree with the school's actions while others disagree and wish to discuss the matter with the school.

We welcome such discussions, and encourage parents to raise issues so that they may be addressed in a timely manner

Complaints need not be negative experiences – as long as they are dealt with positively by all concerned.

Restorative Justice

Restorative Justice is a philosophy that guides the way we act when conflict occurs by:

- fostering awareness of how others have been affected;
- avoiding scolding or lecturing;
- involving students actively;
- accepting ambiguity;
- separating the deed from the doer ; and
- using wrong doing and conflict as an opportunity for learning.

AGREED PROCESS

STEP 1

Communicate with your son/daughter by asking questions such as Who, What, When, Where and Why? Having a written report is usually helpful.

STEP 2

Contact the staff member involved to discuss the matter.

STEP 3

If the matter is not satisfactorily resolved, contact the Principal who will delegate the appropriate person to give feedback.

STEP 4

If still unresolved, make a formal complaint in writing directed to the Coordinating Executive Officer, Parish Education who will follow Diocesan procedures in resolving the matter.

STEP 5

Further redress can be sought by writing to the Director of Catholic Schools, Diocese of Lismore.

THINGS TO ALWAYS REMEMBER

- Problems are best resolved when stakeholders (parents, teachers, members of the community) work **collaboratively**.
- Some degree of **patience** may be required in order for a problem to be resolved effectively.
- MacKillop College is committed to always working towards the **best possible outcome** for both the individual and the school community.
- Sometimes **compromise** is the best path to resolving problems within relationships. A spirit of compromise promotes **positive communication**.
- Our Parish school communities appreciate the support of families in determining **fair and just** decisions, made in the best interests of all concerned according to the principles of procedural fairness.

CONTACTS

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MacKillop College



Our school follows restorative practices based on a restorative justice philosophy

CONCERNS

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COMPLAINTS

This agreed process for positively resolving concerns in our Parish Secondary Schools is an addition to the Diocesan Policy 'Parent and Caregiver Concerns and Complaints' and does not alter the substance or intent of the Diocesan Policy.