



FEEDBACK POLICY

(Reviewed 2016)

RATIONALE

At Catholic Regional College St Albans we work hard to ensure that our school is a safe and supportive place; that we are a community where everyone experiences a 'fair go', where students and staff are able to learn and teach effectively, and where positive relationships are developed.

We are committed to continually improving what we do. Feedback from students, families, staff and the community helps us to do this.

Your feedback is valued and appreciated. It can be positive, neutral, negative or simply an idea – all are helpful. In handling feedback we will ensure that your privacy is respected, that suggestions are considered in the appropriate forums and that concerns are addressed promptly.

This policy outlines how students and their families might give feedback to the school.

GUIDELINES

The College provides a number of avenues for giving feedback and sharing ideas. These include:

Structured Feedback

- Annual survey of parents, students and staff.
- Student feedback to teachers throughout the teaching and learning process.
- Student focus groups
- Family focus groups
- Parent feedback on reports
- Meetings with families

Informal Feedback

- Feedback at various school events.
- Letters or emails to offer thanks or congratulations.

Raising Concerns

Concerns can be raised in writing, by speaking to the most relevant person in our contact pathway or by completing the feedback form. It is best to address concerns quickly and as close to the source of the concern as possible.



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<p>Families and students can raise student wellbeing concerns with:</p> <ul style="list-style-type: none">• A student's pastoral care teacher;• Year Level Leader;• School Counsellor;• Deputy Principal (Pastoral Care) or• Principal.	<p>Families and students can raise concerns about learning, assessment or reporting with:</p> <ul style="list-style-type: none">• Subject teachers;• Learning Area Leaders;• School Counsellor;• Deputy Principal (Learning and Teaching) or• Principal
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When you raise an issue the person with whom you raise the concern will speak / meet with you to:

- listen and document your concern;
- develop a plan for handling the matter, and
- work with you to carry out this plan until there is a resolution.

In developing the plan, you are able to say what you would like to happen. The resolution of the matter could involve:

- meeting with the person / people involved, or
- seeking help to sort through the issues.

Unresolved issues

Should we be unable to reach a satisfactory resolution, or in the case of serious discrimination or harassment, you may wish to:

- use the College Grievances and Complaints Procedures;
- contact Catholic Education Melbourne; or
- contact an external agency, such as a Dispute Resolution Centre

PRIVACY

Catholic Regional College St Albans is committed to protecting the privacy of people who provide feedback. We ask that those providing the feedback do the same.

EDUCATION

Families, young people and staff are informed about this policy when they join the school community. Ongoing families, young people and staff are reminded of the policy each year.

RELATED POLICIES AND PROCEDURES

This policy needs to be read in conjunction with the following policies and procedures:

- Relationships Policy,
- Pastoral Care Policy (CRC St Albans),
- Complaints and Grievance Procedures,
- Discrimination free workplace policy,

(Policy to be reviewed in 2020)