

# FAMILY AND SCHOOL PARTNERSHIP PRINCIPLES

Catholic Schools Parramatta Diocese (CSPD) acknowledges that parents are the first educators of their children. CSPD and its schools value parents and carers as partners and this partnership is critical in supporting each child to achieve their best throughout their learning and faith journey.

The faith development, learning and wellbeing of every child is a shared responsibility between the school and parents/carers. You can learn more about our Family and School Partnership Principles at [parra.catholic.edu.au/policies](http://parra.catholic.edu.au/policies)



## Working together

Our Catholic faith calls us to care for one another and create communities where everyone can flourish. We know that students thrive when parents work together with educators and support staff who are skilled in supporting students' learning and wellbeing.

## Building strong partnerships

A mutual commitment to building strong partnerships between schools and families is critical to creating relationships that are based on transparency, honesty and respect. Our Catholic schools are committed to ensuring that schools are places of welcome and belonging, and provide a safe place for all members of their community.

## Working together

The relationship between families and the school must be:

- ▶ based on mutual trust
- ▶ honest
- ▶ open
- ▶ respectful
- ▶ free from discrimination and abuse
- ▶ focused on the learning and wellbeing of all students

## Complaints Resolution Process

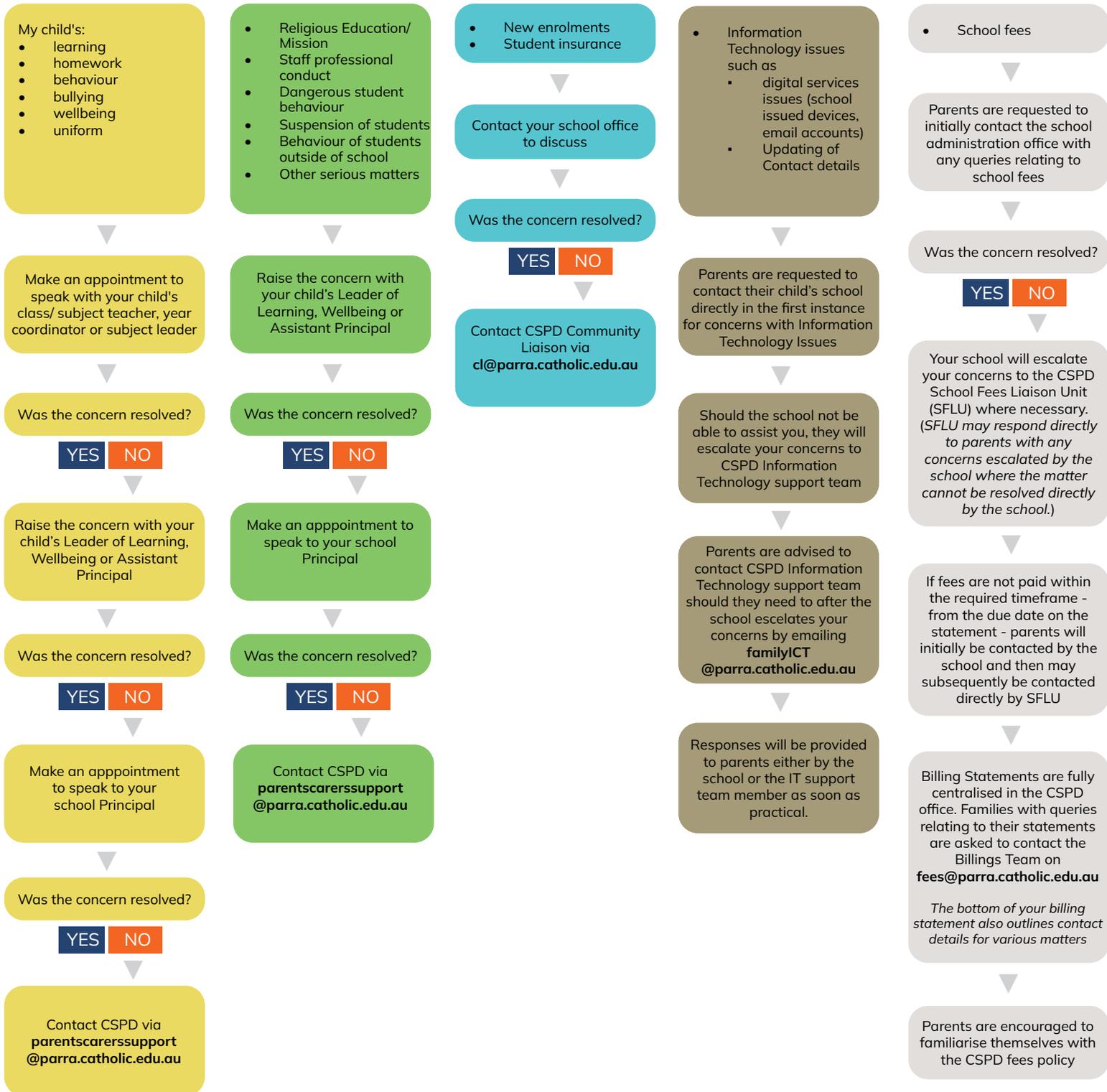
CSPD promotes and maintains positive relationships and harmonious working environments. Guidelines for Parents and Carers in Raising Complaints outlines the principles CSPD will follow when dealing with complaints. If you have a concern or complaint, please raise this with your child's school in the first instance. If you feel your complaint has not been resolved as per our policy and procedures, please contact [parentscarerssupport@parra.catholic.edu.au](mailto:parentscarerssupport@parra.catholic.edu.au)



Catholic Schools  
Parramatta Diocese

# FLOWCHART FOR RAISING INQUIRIES, CONCERNS OR COMPLAINTS FOR PARENTS AND CARERS

I have a concern in regards to ...



For more detailed appeal processes, please refer to the policies page on our website: [Guidelines for Parents and Carers in Raising Complaints](#)

