



## Our Approach to Resolving Concerns

This page outlines how St. Paul's High School responds to concerns and the appropriate pathways for resolution.

St. Paul's High School is committed to maintaining a respectful, safe, and supportive learning and working environment. When concerns or conflicts arise, we encourage families and students to bring them forward directly so they can be addressed promptly, fairly, and in a manner consistent with our Catholic Jesuit mission and school policies, including our Respectful Work and Learning Environment Policy, Code of Conduct, and related policies as applicable.

Whenever possible, concerns are addressed through an informal and collaborative process:

### **Step 1: Direct conversation**

Concerns should normally be raised first with the staff member most directly involved.

### **Step 2: Administrative Review**

If the concern is not resolved, it may be elevated to a school administrator, who will review the matter, gather relevant information, and determine appropriate next steps.

### **Step 3: Formal process (if required)**

Where a concern requires a more formal approach, the school will follow the procedures set out in applicable policies.

Concerns are expected to be raised in good faith and will be addressed with care and discretion. The school is committed to ensuring that individuals can raise concerns and participate in resolution processes without fear of reprisal.

To protect privacy and maintain the integrity of these processes, St. Paul's High School does not respond to or engage with reviews or complaints posted on social media platforms or public review websites. We will always respond to concerns raised through our direct communication channels (for example, by contacting our school office or an administrator) and invite anyone with a concern to contact the school office so we can work toward a respectful and constructive resolution.

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