Grievances
GUIDELINES FOR PARENTS AND THE COMMUNITY
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PURPOSE

Sometimes concerns and misunderstandings can arise at school, and these are best addressed as quickly as possible.

The following process is to help you approach the school or the Department of Education if you are concerned about something that is happening or has happened. Dealing with issues and concerns is a partnership between us, you and your child - we need to work together for happy and healthy students.

1. If your grievance is at school level

Aim for resolution at the school.

   Step 1: Talk to the class teacher, grade supervisor and/or the most appropriate senior person who knows your child.

   Step 2: Clearly document your concern and the resolution you are seeking. Keep records of all contact with your school about the matter.

   Step 3: If resolution is not reached at Step 1, request a meeting with your school principal and attempt to resolve the matter.

   If not resolved:

   Step 4: Contact the Learning Service office in your region. Provide a clear outline of your attempts to resolve the matter. The Learning Services office will provide advice as to what steps can be taken next (there are many issues that may need to be resolved at the school level).

   Step 5: If the issue remains unresolved after following these procedures, provide clear documentation in writing to the Community Liaison Manager through the Learning Services. The Community Liaison Manager will provide advice or work to resolve the grievance with you. Most remaining grievances can be solved at this level.

   If, after following these procedures, the matter remains unresolved, you can request the Department (through your Learning Service Director Operations) arrange for an independent mediator to assist in reaching a resolution.

2. If your grievance is at the Learning Service or Departmental Level

If the grievance directly relates to the Director Operations or Community Liaison Manager, contact the Deputy Secretary Learning on (03) 6165 5688 or OotDS.Learning@education.tas.gov.au
At any stage in the process, the Director Operations of your Learning Services, with your agreement, may arrange for an independent mediator to assist in reaching a resolution.

If the grievance relates to a state-wide policy issue, contact the Learning Service, from where it will be referred to the appropriate Deputy Secretary.

If you wish to take the matter further, you may take it up with the Minister for Education or a relevant external body, such as Equal Opportunity Tasmania (the office of the Anti-Discrimination Commissioner on 6165 7515). Please note that conditions apply for lodging complaints with each of these bodies.

3. Contacts for further information

Tasmanian Association of State School Organisations: 0427 002 211, email: eo@tasso.org.au
Learning Services Northern Region: (03) 6777 2440, email: Learning.Services.NR@education.tas.gov.au
Learning Services Southern Region: (03) 6164 6466, email: Learning.Services.S@education.tas.gov.au

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<tr>
<th>Authorised by:</th>
<th>Trudy Pearce</th>
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<tbody>
<tr>
<td>Position of authorising person:</td>
<td>Deputy Secretary, Learning</td>
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