



PARENT / CAREGIVER GRIEVANCE PROCEDURE

PURPOSE

DECS and Tarpeena Primary School is committed to effective and equitable management practices and to developing a culture that achieves optimal educational outcomes.

Tarpeena Primary School's Grievance policy is designed to provide an efficient, fair and accessible mechanism for resolving complaints in accordance with the principles of natural justice, and to ensure that the school's complaint resolution process is impartial, transparent and supportive.

Our School's complaint resolution process focuses on:

- Inclusive practices
- Relationships &
- Clarifies responsibilities and expectations of the process

Emphasis is placed on:

- People taking responsibility for their actions;
- Clarifying reasons for, and expectation about, the complaint;
- Using resolution approaches that are most likely to support effective working relationships;
- Resolving issues promptly within the school boundaries where possible.

Scenario 1	Scenario 2	Scenario 3	Scenario 4
You have a concern about your child's learning	You have an issue or conflict with a staff member	You have an issue or conflict with a child or another parent	You are not happy with a decision
Make an appointment to see your child's classroom teacher to resolve the matter.	Make an appointment to see that person.	Make an appointment to see the Principal.	Write a letter to the committee expressing your concerns
happy with the outcome make another appointment to see your child's classroom teacher, as a follow up.	If the matter is still not resolved, make another appointment to see them.	If you are still un-happy with the outcome, make another appointment with the Principal to give the conflict a full opportunity to be resolved.	If you are un-happy with the response, make an appointment to see the Principal.
If the matter is un-resolved, make an appointment to see the Principal.	If it remains unresolved make an appointment with the Principal.	If the issue is not resolved & you feel that it is affecting your wellbeing; repeat the process or contact Limestone Coast Regional Office	If the Principal has made the decision, make an appointment to see him / her for the matter to be resolved.
If you are still un-happy with the outcome, make another appointment with the Principal to give the conflict a full opportunity to be resolved.	If you are still un-happy with the outcome, make another appointment with the Principal to give the conflict a full opportunity to be resolved.		If you are un-happy with either of the outcomes, repeat the process.
If the issue is not resolved & you feel that it is affecting your wellbeing; repeat the process or contact Limestone Coast Regional Office.	If the issue is not resolved & you feel that it is affecting your wellbeing; repeat the process or contact Limestone Coast Regional Office		If the issue continues to be unresolved contact Limestone Coast Regional Office