**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

The school grievance procedure is designed to encourage people to pass their concerns on to the appropriate person.

1. Do you have a concern?  
   - No: Take no action!
   - Yes: Write down all the facts, feelings and what you would like to see happen

2. Can you approach the person concerned personally?  
   - No: Contact an appropriate support person, e.g. Student Counsellor, Homegroup Teacher, Year Level Manager, Member of Admin. responsible for Year Level, Principal, (this will vary for students, staff, parents)
   - Yes: Meet with the person. Explain your concern and together decide how best to deal with it

3. Are you happy with the result?  
   - No: Meet again with the established support person and the Principal/Principal’s Line Manager to determine the course of action
   - Yes: Take no further action

**Developed:** 20/7/2010  
**Approved:**  
**To be Reviewed:** Term 4 2011  
**Developed by:** Stuart Miller