



STAFF & STUDENT 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

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

