

Department of **Education**

Learners first, connected and inspired



Grievances

Guidelines for parents and
the community



Grievances

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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.

Note that you can contact Tasmanian Association of State School Organisations (TASSO) at any point for support and advice (ph. 03 6234 9488; email: eo@tasso.org.au)

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 Operations Manager in your Learning Service. Provide clear documentation of your attempts to resolve your concerns. Contact details for Learning Services are available by calling 1800 816 057 or emailing ServiceCentre@education.tas.gov.au

Step 5 – The Operations Manager will work to resolve the matter with you. If, after following these procedures, the matter remains unresolved, you can request the department (through your General Manager Learning Service) to consider appointing a mediator to assist in reaching a resolution.

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

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 your grievance relates directly to a General Manager, contact the Deputy Secretary, Early Years and Schools (03) 6165 5688. The matter may be considered for investigation, mediation or other course of action as considered appropriate.

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