

Tasmanian State School Parents and Friends has been working with the Department of Education to establish a clear set of guidelines for you to follow in order to deal with any problems that may arise while your children are at school.

Remember to:

**Stay calm** - it is often upsetting when there are issues at school involving our children, but for speedy resolution, it is best to try to keep emotions out of the picture.

**Talk to the teachers** - they have your child's best interests at heart. Sometimes misunderstandings occur and it helps to voice any concerns as early as possible.

**Take notes** - it is important to keep a record of when you have contacted your school about a problem and what the response was. If you need to escalate the procedure, you will need to be clear about what has happened.

**Contact us** - our organisation is here to help you. If you have followed the procedures in this brochure and your grievance still has not been resolved, please let us know. We will do our best to help you.

You have every right to ask questions and expect a response within a reasonable timeframe.

Don't be afraid to raise your concerns with your school. The education of our children works best when there is a strong partnership between home and school. If you have a problem, let your school know and work with them to resolve it.

*"commitment to educational partnership"*

## What is the TASMANIAN STATE SCHOOL PARENTS AND FRIENDS ?

We are an independent non-profit organisation, formed in 1947 to represent and support the participation of parents in school communities throughout Tasmania.



Our Management Committee is elected annually at our Annual General Meeting and meets several times each year. School Associations, P & F's and other parent groups affiliate with us to give full access to our services for the parents at their schools.



We provide a direct link between individuals or school communities and both State and Federal Governments and their departments. We offer resources, information and representation to help improve educational opportunity for children in Tasmanian state schools.



We encourage you to contact us if you have any queries.

More information can be online at:



[www.parentsandfriendstasmania.asn.au](http://www.parentsandfriendstasmania.asn.au)

or contact our State Office:

202 Liverpool Street Hobart 7000  
Ph: 6234 9488 Fax: 6234 9378

email:

[admin@parentsandfriendstasmania.asn.au](mailto:admin@parentsandfriendstasmania.asn.au)

# Solving the Problems



*How to effectively deal with concerns about your child in our state school system*



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# GRIEVANCE RESOLUTION OVERVIEW

## AIM FOR RESOLUTION AT SCHOOL LEVEL

### Step 1

First talk to the class teacher, grade supervisor and/or the school principal. Where the issue relates to school policy, you may request support from a member of your School Association committee in discussing your policy concern with the school principal.

### Step 2

Clearly document your grievance and the resolution you are seeking. Keep records of all contact with your school about the matter.

### Step 3

Request another meeting with your school principal and attempt to resolve the matter at this level. Most grievances can be resolved at this level.

## IF NOT RESOLVED

### Step 4

Contact the Manager School Support in your Learning Service. Provide clear documentation of your attempts to resolve the matter.

### Step 5

The Manager School Support will work to resolve the grievance with you. Most remaining grievances can be resolved at this level.

### Step 6

Contact TASSP&F for advice or guidance if the grievance has not been resolved and you wish to explore your options.



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## NOTES

If, after following these procedures, the grievance remains unresolved you can request the Department (through your Learning Services General Manager) to arrange for an independent mediator to assist in reaching a resolution.

If the grievance directly relates to the General Manager, contact the Principal Analyst, Strategic Policy & Performance (6233 7500) who will organise for another General Manager to arrange an independent mediator.

At any stage in the process the Manager School Support of your Learning Service, with your agreement, may arrange for an independent mediator to assist in reaching a resolution.

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 the Office of the Ombudsman, Office of the Anti-Discrimination Commissioner, Human Rights and Equal Opportunity Commission.

Conditions for lodging complaints with each of these bodies apply.