Edith Creek Primary School
Grievances Guidelines

Student Concerns

Every child, at some time, will come home with complaints about some aspect of school life. It may be a disagreement with other children, or a feeling of being unfairly treated by a staff member. We encourage you to listen to your child and take their concerns seriously. Sometimes it is enough just to listen. However, you should feel free to come and discuss your child’s concerns with us. Staff members will take your concerns seriously and will take appropriate action.

For Parents and the Community

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.

_Aim for resolution at the school - Department Of Education Grievances Guidelines_

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 Manager School Support 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 Manager School Support will work to resolve the matter with you.

Step 6. If after following these procedures, the matter remains unresolved, you can request the department (through your Learning Service General Manager) to consider appointing a mediator to assist in reaching a resolution.