

## Grievance Procedures: Summary

STUDENTS	PARENTS/ CARERS	STAFF
<b>Mediation is available at any time throughout the process by mutual agreement.</b>		
1. If you feel you can, communicate with the person who is upsetting you and tell them to stop.	1. Arrange a time through the school office to speak to the person concerned. If the concern relates to your child (rather than yourself), the class teacher is the first person you should talk to about the problem.	1. Speak to the person concerned informally and privately.
2. If you cannot do this or if the person does not listen, communicate with your parent(s)/ carer(s) and /or a teacher you trust and ask them to help you work through the problem.	2. If this does not solve the problem, make an appointment to discuss it with the Principal (or another member of the senior management team if the issue involves the Principal).	2. If this doesn't resolve the issue, make an appointment to take your grievance to the Principal (or another member of the senior management team if the issue involves the Principal). Mediation may be arranged by mutual agreement.
3. If the problem is still not worked out, communicate with the Principal, letting him/her know everything you have done so far and ask for his/her help.	3. Only after you have discussed the issues with the Principal/ member of the senior management team and the issue is not resolved should you contact the Chair of the Board of Giant Steps to make a time to discuss complaints or concerns with him/her and the Formal Grievance Process will begin.	3. If the matter is still unresolved, contact the Chair of the Board of Giant Steps to make a time to discuss complaints or concerns with him/her and the Formal Grievance Process will begin .
4. If the problem remains, let the Principal know and s/he will contact the Board about your complaint and they will	4. If you feel that the grievance has not been resolved, or if you are dissatisfied with the process, you may want to seek independent legal advice and pursue legal processes.	4. If you feel that the grievance has not been resolved, or if you are dissatisfied with the process, you may want to seek independent legal

investigate it through the Formal Grievance Process.

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**You may wish to contact the Schools' Registration Board and/ or the Secretary of the Department of Education about your grievance, but please note that, where Independent Schools are concerned, they only investigate complaints that relate to the Standards required by the Schools' Registration Board of Tasmania. These standards can be accessed at <https://oer.tas.gov.au/wp-content/uploads/2020/02/Board-Guidelines-for-re-registration-of-a-non-government-school-V2.0-FINAL-Approved-by-Minister-3-December-2019.pdf>**