



Grievances Process

We are committed to resolving grievances promptly, it is best to advise the school about your concerns as early as possible.

The first contact will be your child's class teacher, stage assistant principal or office staff. For some matters it may be appropriate to talk to the school principal, in these instances the class teacher, stage assistant principal or office staff will advise of this and ask the principal to contact you. If you are unsure who the correct person to talk to is, your child's teacher or school office staff can provide you with the correct contact details.

Talking about problems can be the best way to start resolving them.

Start by contacting your child's teacher or talking with school office staff. You can raise your concern in person, by email, by telephone or by letter if you prefer. Make a time to meet with the teacher, or phone the school and ask for an appointment.

Sometimes we may ask you to put the concern in writing, include details and tell us what you would like to happen because of the concern.

We can help you to put your concern in writing. You can use the complaint form of the Feedback Assist widget – both are on the Department of Education website. Make a time to meet with the teacher or phone the school and ask for an appointment.

In many cases, staff can manage a complaint made directly to them. Some grievances may need the involvement of the principal or workplace manager. The person managing the complaint will gather the information they need to properly address the concerns and decide about the best way forward. The complaint manager may make inquiries before contacting you.

When responding to a complaint, we may do one or more of the following:

- take action to fix the matter
- apologise
- provide an explanation
- acknowledge that the situation could have been handled better or differently
- undertake to review policies as a result of your complaint

Sometimes, we may not be able to change what has happened or the complaint manager will decide that the original decision was appropriate in the circumstances. Whatever the outcome, the complaint manager will give you clear reasons for their decision. This may be in a meeting, by telephone or email.

