



Tarremah Steiner School

Grievance Policy

Policy Aims:

- to address all grievance issues in a sensitive and appropriate manner,
- to actively work with complainants to address grievances,
- to comply with the School's Registration Board's Grievance Process guidelines.

Definitions:

Assistance: For the purpose of this policy, assistance refers to

- providing and gathering information and data
- providing advocacy support in ascertaining the facts

Background:

1. Tarremah School is committed to excellence in educational delivery and to the provision of supportive working and community environments. The School seeks to work with all members of its community in a constructive manner. This approach is reflected in the accompanying Issues Resolution Processes. The School values direct communication between individuals and expects that:
 - individuals will bring concerns directly to the parties involved,
 - all reasonable efforts will be made by all parties to resolve the issue utilising the appropriate internal school process.
2. All issues between staff/parents/students/the general community and Tarremah School shall be subject to the School's internal resolution processes.
3. The School will assist individuals with the presentation of grievances within an internal resolution process in circumstances:
 - where assistance is requested , and
 - the School Executive determines that such assistance is required.
4. If assistance is granted, the School Executive shall promptly determine the nature and extent of such assistance.
5. The School acknowledges Aggrieved Parties may have recourse to resolution processes independent of the School in the following circumstances:
 - (a) As part of their evaluation of "options for action" within the framework of an internal resolution process, the School Executive determines that an issue requires investigation or arbitration independently of the School,or
 - (b) The School Executive and / or the Aggrieved Party determines that:
 - (i) all reasonable efforts have been made to utilise the school's internal resolution processes , and

- (ii) a resolution that is reasonable in the circumstances has still not been achieved.
6. Notwithstanding the provisions of paragraph 5, The School shall not be subject to an external resolution process unless it is conducted:
- (a) By a person or organisation acceptable to the School Executive, or
 - (b) By a Tasmanian court, tribunal or other statutory body.

Procedure

1. This policy is to be given out along with the appropriate Resolution Process when any grievance is notified, or on application.
2. This policy is to be included in enrolment material provided to prospective parents.
3. The Parent Issue Resolution Process is to be published in the school newsletter each school term.
4. The Staff Issue Resolution Process is to be provided to new staff on appointment and displayed in the Staff Room in a prominent place.

Attached are:

- General Community Issues Resolution Process
- Staff Issue Resolution Process
- Parent Issue Resolution Process
- Student Issue Resolution Process

The decision to change any provisions of this policy will be at the discretion of the School Executive.

Policy Title	Grievance Policy
To be read in conjunction	Issues Resolution Process, Staff Issue Resolution Process, Parent Issue Resolution Process, Student Issue Resolution Process (when developed) , the School’s 5C’s policy: Care, Consideration, Communication, Courtesy, Cooperation.
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