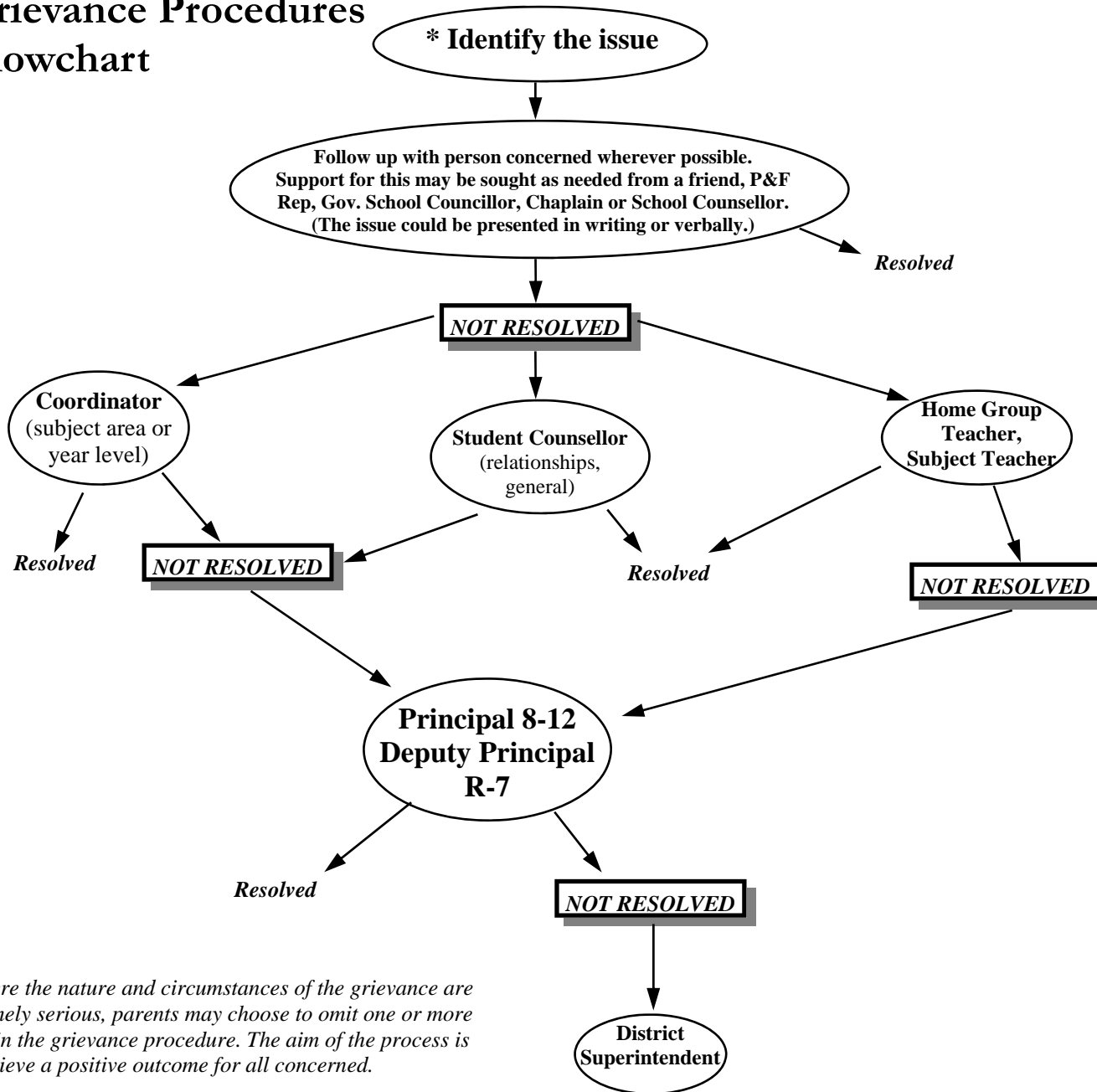
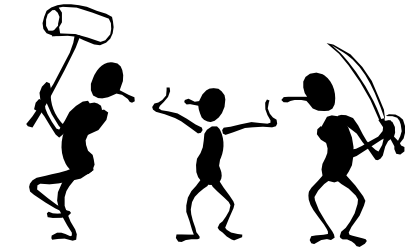


# Parent/Caregiver Grievance Procedures Flowchart



\* Where the nature and circumstances of the grievance are extremely serious, parents may choose to omit one or more steps in the grievance procedure. The aim of the process is to achieve a positive outcome for all concerned.

## GRIEVANCE PROCEDURE for STUDENTS and PARENTS



Tumby Bay  
Area School

# Grievance Procedures

Good relationships within the school community give students a greater chance of success.

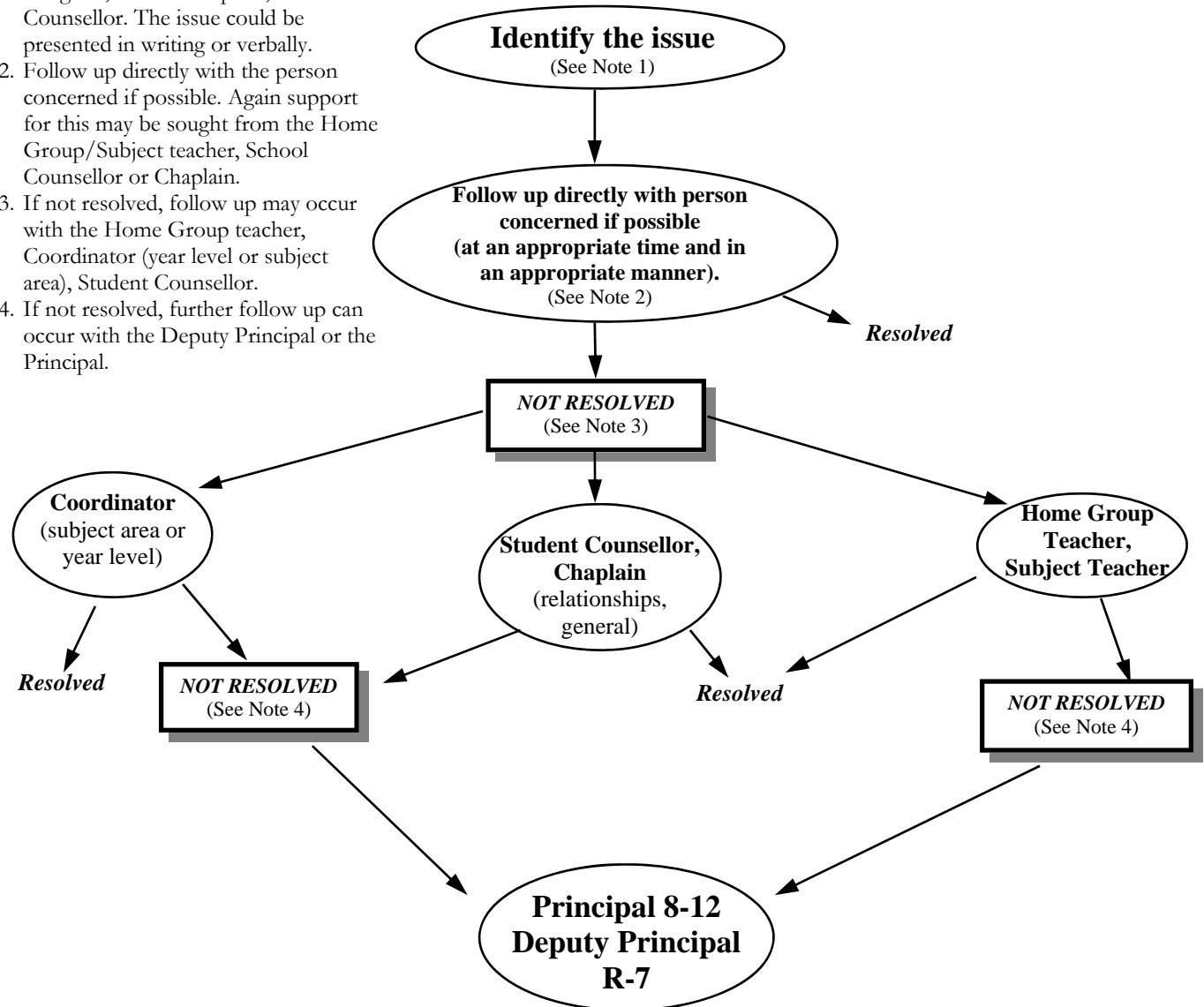
However in the event of a grievance the following procedures for parent/s, caregiver/s and students may assist in the resolution of that grievance.

As with most policies please allow reasonable time for the issue to be addressed and everyone should be treated with respect.

The following is an outline of a process that a student can use if they have an issue/problem that needs to be resolved.

1. Identify the issue. Support for this may be sought as needed from a peer, home group teacher, parent/caregiver, School Chaplain, School Counsellor. The issue could be presented in writing or verbally.
2. Follow up directly with the person concerned if possible. Again support for this may be sought from the Home Group/Subject teacher, School Counsellor or Chaplain.
3. If not resolved, follow up may occur with the Home Group teacher, Coordinator (year level or subject area), Student Counsellor.
4. If not resolved, further follow up can occur with the Deputy Principal or the Principal.

## Student Grievance Procedures Flowchart



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