

TASSO has been working with the Department of Education to establish a clear set of guidelines for you to follow in order to deal with any problems that may arise while your children are at school.

Remember to:

Stay calm - it is often upsetting when there are issues at school involving our children, but for speedy resolution, try to keep emotions out of the picture.

Talk to the teachers - they have your child's best interests at heart. Sometimes misunderstandings occur and it helps to voice any concerns as early as possible.

Take notes - it is important to keep a record of when you have contacted your school about a problem and what the response was. If you need to escalate the procedure, you will need to be clear about what has happened.

Contact us - our organisation is here to help you. If you have followed the procedures in this brochure and your grievance still has not been resolved, please let us know. We will do our best to help you.

You have every right to ask questions and expect a response within a reasonable timeframe.

Don't be afraid to raise your concerns with your school. The education of children works best when there is a strong partnership between home and school. If you have a problem, let your school know and work with them to resolve it.

TASSO is an independent community based apolitical organisation which was founded in 1947, to provide a key support network and independent voice for parents of students in our state schools.



Tasmanian Association of State School Organisations Inc.

TASSO

Promote and protect interests of parents in Tasmanian State Schools and Colleges.

TASSO contact details:

Phone: 6243 7718

Email: info@tasso.org.au

Web: www.tasso.org.au

Facebook:

Tasmanian-Association-of-State-School-Organisations

Office: 15 Rowitta Rd Lindisfarne
Postal: PO Box 183 Lindisfarne 7015

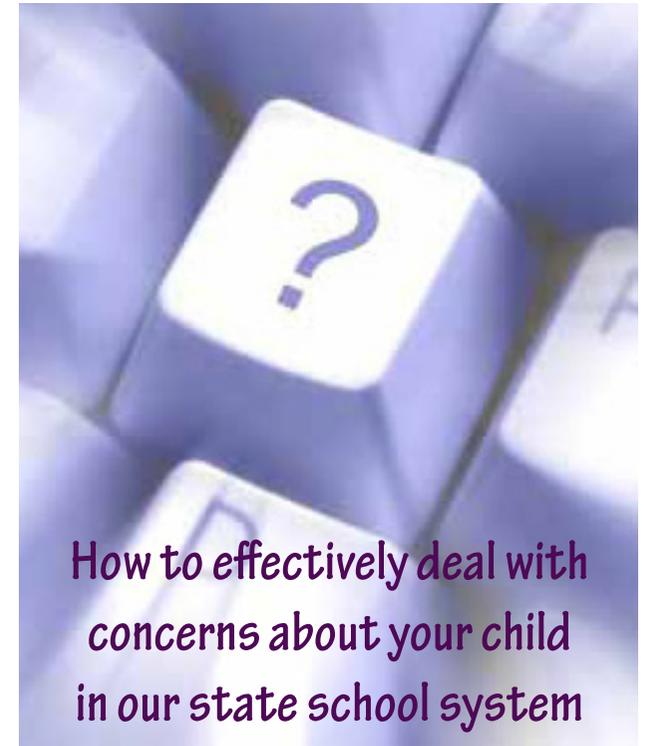
SUPPORTED BY



Tasmanian Government

Support provided by the Department of Education

Solving the Problems



How to effectively deal with concerns about your child in our state school system



TASSO

Working to promote & protect the interests of parents and students in Tasmanian State Schools and Colleges.

If you're unhappy about something that has or is happening at school, the following steps will help you.

Remember that TASSO is available to support you.

AIM FOR RESOLUTION AT SCHOOL

Step 1

Where the issue relates to your child:

Talk to the class teacher, grade supervisor and/or the most appropriated senior person who knows your child.

Where the issue relates to school policy:

You may request support from a member of your School Association Committee in discussing it with the Principal or taking your concern to the next School Association Committee meeting.

Step 2

Clearly document your concerns and the resolution you are seeking. Keep records of all contact with your school about the matter.

Step 3

If a resolution has not been achieved, request a meeting with the principal and attempt to resolve the matter.

Parents – vital to great outcomes.

If not resolved:

Step 4

Contact the Learning Service office in your region. Provide a clear outline of your attempts to resolve the matter. The office will provide advice as to what steps can be taken next (there are many issues that may need to be resolved at the school level).

Step 5

If the issue remains unresolved after following these procedures, provide clear documentation in writing to the Operations Manager through the Learning Service, the Operations Manager will provide advice or work to resolve the grievance with you. Most remaining grievances can be resolved at this level.

Contact TASSO for advice or guidance at any stage if the grievance has not been resolved and you wish to explore your options.

TASSO office: 03 6243 7718

IF YOUR GRIEVANCE IS WITH THE DEPARTMENT OF EDUCATION:

If the matter relates to a departmental policy contact your Learning Service or TASSO.

LEARNING SERVICES NORTHERN REGION

Email: Learning.Services.NR@education.tas.gov.au

Launceston Office: (03) 6777 2440

Devonport Office: (03) 6478 4329

LEARNING SERVICES SOUTHERN REGION

Email: Learning.Services.S@education.tas.gov.au

Phone: (03) 6165 6466

Parents – the essential element.

FURTHER INFORMATION

After following these procedures, if the grievance remains unresolved you can request the Department (through your Learning Services Manager) to arrange for an independent mediator to assist in reaching a resolution.

If the grievance directly relates to the General Manager, contact the Deputy Secretary, Learning (6165 5688).

At any stage in the process the Manager, School Support of your Learning Service, with your agreement, may arrange for an independent mediator to assist in reaching a resolution.

If you wish to take the matter further, you may take it up with the Minister for Education or a relevant external body, such as the Office of the Ombudsman, Office of the Anti-discrimination Commissioner (6165 7515). Conditions for lodging complaints with each of these bodies apply.



Parent as Partners - the way forward.