



Managing Complaints and Grievances Policy

Overview

Al Iman College has both a desire and a responsibility to ensure that high standards of conduct are maintained by students, staff and parents at all times, and that grievances are managed and resolved fairly, efficiently and promptly.

Grievances occur when a student, employee or parent complains that an action or decision has been taken (or not taken) at the College that he/she believes to be in breach of a relevant Act, Regulation or Order, infringes upon the principles of merit and equity, or is otherwise unreasonable.

Al Iman College recognises the rights of its students, employees or parents to register a complaint or grievance about any decision, behaviour, act or omission that they feel is unfair, discriminatory or unjustified.

There are policies, guidelines and procedures to cover certain types of complaints that may occur in schools (for example, Sexual Harassment, Equal Opportunity or Antidiscrimination). This policy is not intended to replace any such specialised policies, guidelines or procedures but rather provide direction in how to deal with student, employee or parent grievances.

Furthermore, this policy is to be used in conjunction with the Al Iman College Office Procedure for Resolving Complaints.

This Grievance Policy does not apply to complaints alleging criminal or unlawful behaviour, which shall be referred to the appropriate authorities.

A resolution to a grievance from a student, employee or parent should be sought through informal discussions with the appropriate person in order to come to a mutually acceptable resolution. If this informal process is unsuccessful, a formal Grievance Procedure shall be followed.

Formal Grievance Procedures:

All grievances should be dealt with in a timely manner at the appropriate level before being escalated to a higher level.

1. Information for Students:

At Al Iman College we believe it is important that everyone feels happy and safe so that the best learning can take place. We believe that everyone, including students, staff and parents need to work closely together to provide the best educational opportunities for you. If you have a problem, a concern or a complaint, we encourage you to speak to someone about it.



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What to do if you have a problem:

1. Try to identify the problem that is upsetting you. If there is more than one problem, write them down so that you are clear about what you feel or need.
2. If you feel you can, meet with the person you are having the problem with and if their behaviour is upsetting you, tell them to stop.
3. Often parents can help when young people are unsure of what to do. It is a good idea to ask for support or advice when problems arise rather than keeping it all to yourself.
4. If your talk with the person you are having a problem with does not solve your problem, or you think you don't want to talk to the person you are having problem with, please fill the "Student Suggestion, Compliment or Grievance Form" and lodge it with a staff member. The staff member will often be able to give you good ideas on how to cope and will help you solve the problem.
5. Try to stay calm when discussing your problem. Even if you don't feel it, being calm will help you get your concerns across more clearly than if you are upset or angry. It may help to take someone with you.
6. If you do not believe the problem has been resolved, make an appointment to talk to another staff member. If you still do not feel that the matter has been solved, make time to talk to the Level Coordinator, Student Welfare Officer, Vice Principal, or Principal about your concern.

Remember:

1. Effective management of a Grievance requires face to face, personal dialogue. All electronic forms of communication (e.g. Email, Text Messages, Twitter, Facebook etc.) are NOT acceptable.
2. Sometimes the person helping you may need to speak to someone else so that the problem can be solved. You need to let that person know that you are okay with that.
3. You can bring a friend, parent or teacher to support you when you need to talk about the problem.
4. No one will be allowed to pick on you or hurt you because you made a complaint. If you want to, you can write out your grievance in "Student Complaint Form" instead of talking about it, but the person helping you will need to speak to you later.

2. Information for Staff:

The relationship between colleagues is an important part of ensuring that students are happy, secure and open to learning. Al Iman College recognises that all staff need to work closely to provide the best educational opportunities for students. If a staff member has any concerns or complaints regarding any other member of the school community, they are encouraged to work together to resolve them as promptly and efficiently as possible.

What to do if you have a problem:

1. Try to identify the problem clearly before taking any action. If there is more than one problem, list them to ensure that the extent of the problem is clear to the college.
2. Decide whether the problem is a concern, enquiry or a complaint, this will help in finding a solution.



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3. In the interest of resolving matters quickly and effectively, you are encouraged to informally discuss your problem with the person concerned.
4. If informal strategies do not resolve the problem, lodge your complaint formally and in writing to the Principal. Where the Principal advises, mediation can be arranged between the parties concerned.
5. If you do not believe the problem has been resolved, if your complaint is serious, or involves the Principal, send your complaint to the College Board stating your concerns in writing.

3. Information for Parents:

The relationship between home and the school is fundamental in ensuring that students are happy, secure and open to learning. Al Iman College recognises that parents and staff need to work closely to provide the best educational opportunities and care for their students. We encourage you to discuss your child's progress with staff and to let us know if you have any concerns so that we might work together to resolve these as promptly and efficiently as we can.

What to do if you have a problem:

1. Try to identify the problem clearly before contacting the school. If there is more than one problem, list them to ensure that the extent of the problem is clear to the College.
2. Decide whether the problem is a concern, enquiry or a complaint, this will help in finding a solution.
3. Parents should raise their concerns by email or through the phone call. If required, then with mutual agreement, both parties can arrange a face-to-face meeting.
4. Make an appointment to meet with your child's class teacher or staff member. The best way to do this is to contact the College office (on the male side for males and female office for females) to arrange a mutually convenient time for a telephone call or a meeting.
5. Try to stay calm when discussing your problem. Even if you don't feel it, being calm will help you get your concerns across more clearly than if you are upset or angry. If it will help, take someone with you.
6. Remember, staff are committed to resolving any issues that parents might have regarding their children and will discuss with you actions that might be taken in regard to your concerns.
7. If you do not feel after your meeting that the problem has been resolved, or if you have a complaint about a staff member, make arrangements to meet with the Principal.
8. If you do not feel that the problem has been resolved, or if the matter involves the Principal, send your complaint to the College Board stating your concerns in writing.

Al Iman College will document all formal grievances and any processes implemented to seek a resolution. Where a complaint is made against an individual, that person will be informed of the nature and content of the complaint and they will have the right to respond. All discussions will be kept strictly confidential. A person who has made a complaint may withdraw it at any time. No one will be victimised as a result of initiating a formal Grievance Procedure. At the formal stage, a person who has made a complaint has the right to be represented and supported by another person of his/her choice. A process of mediation may be available if a complaint is not satisfactorily resolved.



Action on the Complaint

The Office Manager should attempt to deal with simple matters directly and quickly. Depending on the nature of the complaint, one or more of the following actions may be appropriate:

- recording the information (if communicated verbally) and passing the information on to the Office Manager;
- passing the complaint on to the principal to be dealt with by him or his delegate;
- recommending use of the Dispute Resolution Process;
- raising the information at a regular staff meeting;
- recording the information in the relevant staff, parent or student file;
- making operational changes based on the content of the complaint; or
- including any complaints received in reports to the principal.

Timeline for following up with complaints and Grievances

Written communication will be sent to the complainant (or the complainant's nominee) within 5-7 working days of the complaint being received. The response details what is being done to investigate and resolve the complaint.

The complainant or person appealing a decision will be informed of the progress of their complaint at all stages of the process, including how to appeal a decision if they are not satisfied with the outcome.

All the staff involved in responding to complaints or grievances shall try to resolve the complaint as soon as practically possible as a matter of priority. We aim to resolve all the complaints and grievances within 28 working days based on the complexity of the complaints.

Related documents: appendix 1 – Complaint Resolution Process
appendix 2 – Compliment, Suggestion or Grievance Form
appendix 3 – Student Suggestion, Compliment or Grievance Form

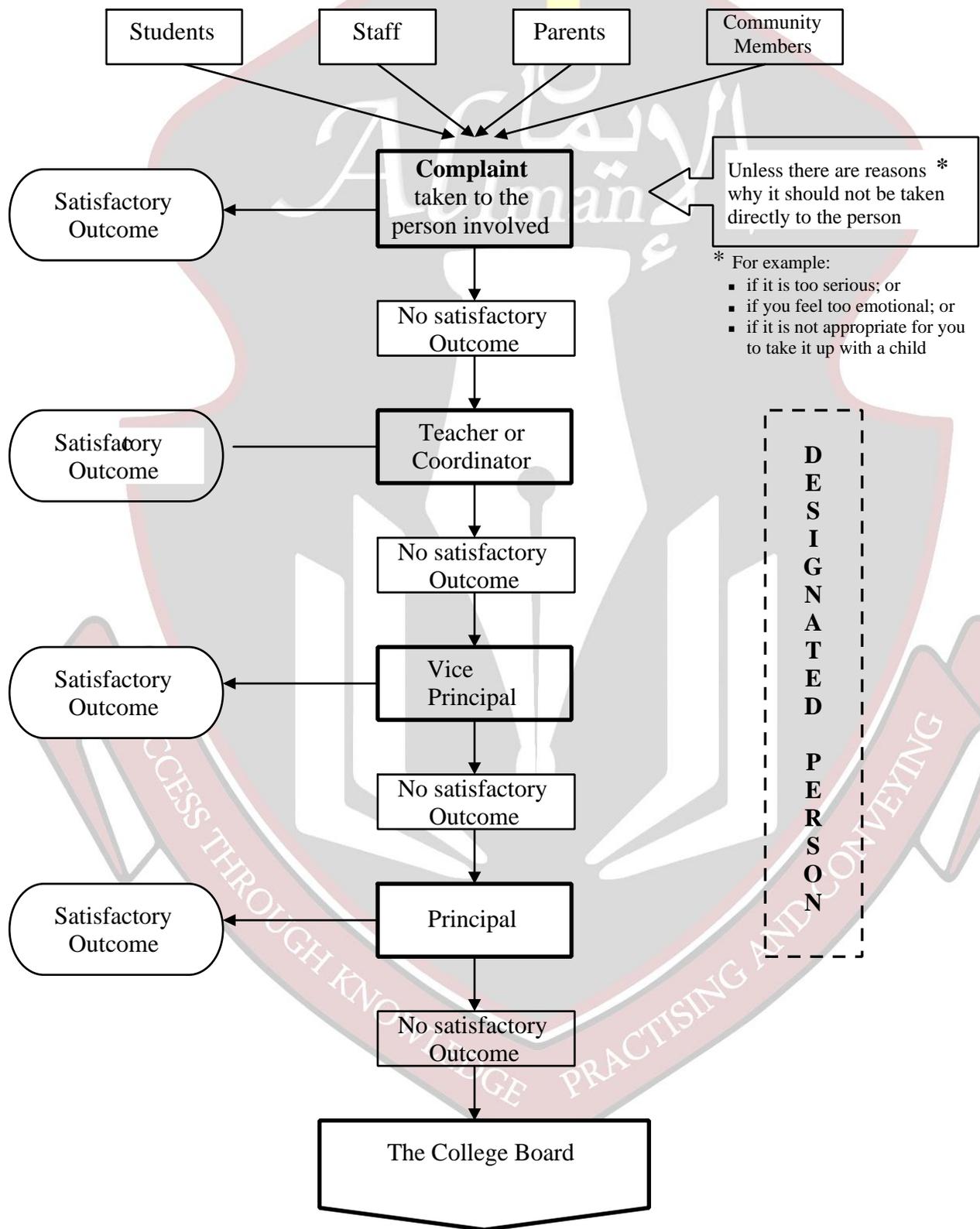
Evaluation:

This policy will be reviewed as part of the College' four-year review cycle.

Date Reviewed/Implemented	Week 8 – Term 2 – 2021
Next Review Date	Week 8 – Term 2 – 2025 (or earlier if deemed necessary)



Complaint Resolution Process





Compliment, Suggestion or Grievance Form

If you have a compliment, complaint or suggestion about any aspect of our college services, we are keen to hear from you.

Please print and complete this form, and either leave it at the main office or send it to the Principal.

General information

Please tick the appropriate box: This is a: Compliment Suggestion Grievance

Please tick the appropriate box. I am a: Parent Employee Supplier Contractor Member of the public

Your details (*you must provide these details)

*First name: _____ *Family name: _____

*Street Address: _____ *Suburb: _____ *Postcode: _____

*Phone No. (Mobile): _____ Home: _____ Email address: _____

Compliment, suggestion or grievance:

Complaint details: Please set out your information as clearly and as briefly as possible. Focus on facts. Mention the steps you have taken to resolve the problem. Have you raised this complaint with anyone before? If so, who did you speak to and what was the result?

What is the result you are seeking?

Note: You can provide details of your complaint on a separate piece of paper if you need more space. Please attach it to this form when you send it to us.

Signature: _____

Date: _____



Student Compliment, Suggestion or Grievance Form

If you have a suggestion, compliment or grievance about any aspect of our college services, we are keen to hear from you.

Please tick the appropriate box: This is a: Compliment Suggestion Grievance

Your First name: _____ Your Family name: _____ Grade: _____

Name(s) of student(s) who it is about: _____

Time of incident: _____ Date of incident: _____ Name of duty teacher: _____

Place where the incident took place: 1. Classroom 2. Corridor 3. MPH 4. Outside Play area 5. Indoor play area

6. Prayer room 7. Other (please explain) _____

Compliment, suggestion or Grievance details:

Was the incident reported to the duty teacher: Yes No

Name(s) of witness(s): _____

Signature: _____

Date: _____

Honesty, is an essential ingredient of the Muslim character. It includes being truthful by worshipping sincerely; being truthful to oneself, by adhering to the fundamentals of Islam; and being truthful with others by speaking the truth and being honest in all dealings, such as buying, selling and give statement(s). There should be no deceiving, cheating, falsifying or withholding of information, thus a Muslim should be the same on the inside as he is on the outside.