

# Australian Islamic College of Sydney

## Complaints Policy



### Related Policies

Child Protection

Staff Grievance Policy

Child Protection Policy: Mandatory Reporting

Legal Responsibilities and Authority

### Introduction

At the Australian Islamic College of Sydney all members of the College community share in the responsibility of educating children within a context of justice and love. The College provides an appropriate model of conflict resolution by which disputes and complaints about the provision of education are resolved.

A culture of listening and acknowledging differing opinions is achieved by clear processes that enhance communication, provide direction and are understood and supported by all community members.

Policy, programs and practice reflect respect for one another. This is achieved by building positive relationships, respecting each other's rights, and seeking to fulfil our responsibilities as teacher and parent.

### Policy

This policy describes the process for effectively managing complaints at the Australian Islamic College of Sydney whilst protecting the right of all parties involved and seeking solution to the problem in the best interests of all affected.

### Definitions

**Complaint:** An expression of dissatisfaction with the service provided, a decision made or the performance of staff.

**Complainant:** A student, parent or community member making a complaint.

A commitment to respond positively to critical feedback ensures that people have the opportunity to contribute to the continued improvement of the College. The Staff is

expected to demonstrate a commitment to ensuring that a culture of consultation and open dialogue is nurtured at every level, giving every member of the school community the opportunity to express dissatisfaction as well as satisfaction.

Complaints are addressed responsively, openly and in a timely manner to increase levels of satisfaction and to maintain harmonious relations in the wider community. Staff is encouraged to develop an open expectation of a cooperative and genuine effort to resolve any valid complaint.

### **Procedures for Handling Complaints**

- Initially, and where appropriate, the parties shall attempt to resolve the issue between themselves.
- If a complaint is directed against a teacher, parents are encouraged to first bring the complaint to the teacher concerned as open discussion often removes the need for a formal one.
- Should the matter remain unresolved, the parties will seek to resolve the issue by approaching the relevant school contact (this is usually the Principal, Deputy/Assistant Principal or a Coordinator).
- The Principal/Assistant Principal of the school has the responsibility to attempt to resolve a dispute or complaint at the local level with the parties directly involved.
- Parties may take the concerns to the Chair of the College Board following an appropriate process of investigation and mediation if the dispute remains unresolved.
- Where individuals are confronted by inappropriate behaviour, they are entitled to discontinue the conversation and remove themselves from the situation. (Inappropriate behaviour occurs when anyone feels threatened and intimidated, or when insulting or abusive language is used.)
- All individuals are entitled to appropriate support.

- A formal complaint is a complaint that is named (ie not anonymously made) and in writing (if necessary noted by the Principal and signed by both parties). Written complaints are acknowledged promptly in writing.

Normally, all complaints are handled by personnel with no links to the issue of concern using a fair, unbiased manner to facilitate transparency and objective assessment of the situation under consideration.

Complaints that may involve reportable allegations (Child Protection complaints) must be resolved in accordance with Child Protection Policies (refer to Child Protection Policies).

The person about whom a complaint is made is given opportunity to respond to the complaint.

Complainants are kept confident so that there are no discriminatory actions taken against them as a result of a complaint being lodged.

Complaints are monitored to track the nature, frequency and resolution details for future reference.

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