



Islamic School of Canberra

Complaints Resolution Policy and Procedure

Rationale:

- The Islamic School of Canberra (ISC) values feedback it receives from staff, parents and the wider community as a mechanism to aid improvement. We believe that a process for the acceptance, monitoring and resolution of conflict, complaints and grievances helps establish a harmonious and supportive school community. This policy has been developed to provide a mechanism to resolve grievances in a quick, simple and flexible manner, in a supportive, respectful and cooperative environment and with utmost confidentiality and sensitivity. A positive, clear and effective process for resolving grievances between the school and community members assists in the building of strong relationships, dispels anxiety, and ultimately provides students with an enhanced learning environment.
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Aims:

- TO provide a clear, positive and fair process that allows grievances to be aired and resolved in a timely and effective manner.
- To investigate any complaint about the administration, management and operation of the School that is deemed not to be a frivolous or vexatious complaint.

This policy applies to all employees of Islamic School of Canberra, all students of the school and their parents or carers, and to other stakeholders e.g. volunteers, contractors, etc. This policy does not apply to allegations of physical or sexual abuse, or harm to children, or to matters where alternate policies and actions are appropriate.

A grievance is an expression Of dissatisfaction from any party, verbally or in writing with the school's service. A grievance may be about the conduct of a person enrolled at, employed by, or connected with the school, or about specific policies and practices of the school, or about the school generally. Natural Justice is the right to be given a fair hearing and the opportunity to present one's case, to have a decision made by an unbiased decision maker and to receive procedural fairness.

The policy of the Islamic School of Canberra is to maintain a fair, safe and productive educational environment, where grievances are dealt with in a respectful, open and timely manner. Members of

the School community (staff, students, parents, public) are encouraged to come forward with grievances in the knowledge that a member of staff will take appropriate action to resolve their grievances.

ISC is committed to confidentiality of all grievances, at all steps in the process of their resolution. Only persons directly involved in a grievance will have access to information related to a grievance. It is expected that parties involved will discuss the matter ONLY with their support persons or other parties involved. Complainants and respondents have a duty to maintain strict confidentiality during the grievance procedure, for the safety and consideration of others involved.

The grievance and progress towards resolution must not be publicised. Please note that the school reserves the right to break confidentiality if a person's health and welfare is at risk, or if criminal activity may be involved. Employees should be aware that details of a grievance may be shared with the Principal to facilitate resolution of the grievance. Please also note that personal information is protected under the provisions of the Information Privacy ACT 2014.

The Islamic School of Canberra will ensure that:

- any person who is the subject of a grievance must be informed of all allegations in relation to their behaviour
- the subject must have a full opportunity to state their case
- all parties must have an opportunity to be heard
- all relevant submissions and evidence must be considered
- irrelevant matters must not be taken into account
- the decision maker must be impartial and fair in their dealings with the parties

Implementation:

- Our school prides itself on clear, consultative and open communication.
- While we accept our responsibility to consult and to communicate both clearly and effectively with the community, community members also have an obligation to read notices and newsletters, to attend briefings, and to seek clarification when required.
- There may, however, still be times when members of the community disagree or are confused about the things that we are doing.
- It is essential that the established process as outlined below is followed to resolve grievances:
 - All concerned shall try to establish the facts as clearly possible and be aware Of third hand information or gossip.
 - If the matter involves a particular child or an issue of everyday class operation, parents/carers will make an appointment to see the respective classroom teacher, detailing the reasons for the appointment.
 - An appointment should be made With the Principal to discuss issues involving school policy, operations beyond the child's classroom and concerns about staff or grievances that are probably not easily resolved.
 - The principal will provide the concerned community member with a copy of this 'Community Grievances Policy' unless the matter is easily and satisfactorily resolved.
 - All grievances are to be kept as confidential as possible.
 - Community members may be accompanied by another person, in a support role, at appointments, to resolve grievances.

- All formal discussions and processes involving grievances will be documented. The principal will exercise their judgement as to whether or not they will act upon anonymous complaints.
- The Principal Will provide community members with appropriate contact names and numbers if grievances are not resolved.

Procedure:

1. A written complaint must be submitted to the principal or delegate.
2. The complaint should be investigated and replied to within a week
3. If the issue is not resolved by the principal, the complaint will be referred to the school board
4. If the issue is still not resolved by the school board, the complaint can be referred to an outside arbitrator
5. Once a decision has been reached, relevant documents (complaint, procedure followed and resolution) should be filed

References:

- ACT Information privacy Act 2014
- National Safe Schools Framework (Revised 2011)
- ACT Education Act 2004
- ACT work Health and safety Act 2011
- ACT work Health and safety Regulation 2011
- Human Rights Act 2004
- Human Rights Commission Act 2005
- Ombudsman Act 1989
- Health Records (Privacy and Access) Act 1997