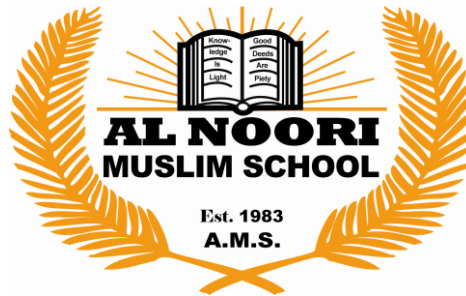


AL NOORI MUSLIM SCHOOL



Complaints and Grievance Policy

Policies & Documents

Year 2018

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Complaints and Grievances Resolution Procedures

Outlined are the proposed processes for Al Noori Muslim School's review of complaints and grievance procedures for raising, managing and responding to matters of concern reported by parents or students. These processes are governed by the principle of procedural fairness.

To achieve Al Noori Muslim School's mission, the school community as a whole should work together to bring about the balanced and the well-rounded personality of the students. A spirit of respect, cooperation, love and brotherhood should prevail among the members of the school community. In the light of this spirit, advice, constructive and practical recommendations are very much welcomed.

Parents and Students General Complaints and Grievances Resolution Procedures

The following procedures will be adhered to when dealing with general complaints or grievances that have been reported by parents or students. This provides parents and students with an opportunity to report and have the complaint or grievance addressed. It is noteworthy to pinpoint that at times the complaint or grievance will be found to have **no validity**.

The school will endeavour to have any complaints or grievances resolved in a timely manner while recognising that a reasonable period of time is allowed for in pursuing the complaint or grievance reported in each step.

The complaint or grievance is to initially be dealt with the relevant staff member, with further discussion opportunities with executive staff then the Principal if deemed necessary.

Stage 1: Raising the complaint with Staff member involved

- a. Complaints and grievances will initially be settled by discussion between the parents or student and staff member concerned. In the likelihood that the staff member cannot be approached then the parent and student should approach the staff member's supervisor.
- b. The parent/student is to notify the supervisor in writing of the nature of the complaint or grievance, requesting a meeting with the supervisor.
- c. The supervisor will discuss the matter with the staff member responsible and other relevant personnel whilst maintaining confidentiality
- d. The supervisor will provide the parent or student with a verbal response pertaining to the complaint and grievance

Stage 2: Deputy Principal

- a. Every prospect is to be explored in settling the complaint at stage 1 prior to having the matter proceed to step 2 .The Deputy Principal will review the process undertaken in stage 1 prior to proceeding.
- b. If the matter is not resolved, then the grievance is to be submitted in writing to the Deputy Principal. The Proforma for reporting "complaints and grievance" is to be collected from the school main administration block. (See Attachment 1)
- c. The Deputy Principal will convene a meeting involving the parent or student and staff member involved to resolve the matter.
- d. The Deputy Principal provides an appropriate outcome or refers the matter to the Principal. The parent or student must be provided with a written response as to the outcome presented by the Deputy Principal.

Stage 3: Final Proceeding

If the complaint grievance has not been referred to the Principal, the parent or student are to submit written requests that Principal reviews the matter.

The Principal will further investigate the concerns raised. The parents will be advised in writing of the findings. The principal will refer the final report to the Chairman of the Board of Directors.

Stage 4: Chairman of the Board of Directors

Parents may follow procedures outlined in stage 3 if still dissatisfied with the final proceedings. The parent or student is to lodge a written statement of the complaint and grievance outlining the reason for their dissatisfaction with stages 1, 2 and 3 investigative processes and resolution.



Al Noori Muslim School

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Parent Name: _____ Child Name: _____
Date: _____ Class: _____

Contact Numbers: _____

Issue/Complaint: _____

Other Details: _____

Appointment to see: _____

Office Use: Urgency of Appointment: _____ Procedural Check: _____ Other: _____

Meeting With: _____ Date: _____

Action Taken: 1. _____
2. _____
3. _____

Report attached: Yes No

Date of response to parents: _____