

# COMPLAINTS AND GRIEVANCE POLICY

AL NOORI MUSLIM SCHOOL

KNOWLEDGE IS  
LIGHT

GOOD DEEDS  
ARE PIETY



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Mandatory Compliance

Manual Reference 3.6.2

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# AL NOORI

# MUSLIM SCHOOL

## 1.0 Introduction

The purpose of this policy is to outline the processes for Al Noori Muslim School's review of complaints and grievance procedures for raising, managing and responding to matters of concern reported by the school community, parents and students (complainants). These processes are governed by the principles 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, brotherhood, and sisterhood should prevail among the members of the school community. In the light of this spirit, advice, constructive and practical recommendations are very much welcomed.

The School is committed to:

- respectful treatment of complainants.
- providing information about making complaints and ensuring that it is accessible to complainants.
- good communication with complainants about the status of their complaints.
- ensuring that people who are responding to complaints are supported.
- timeliness of complaint handling and dealing with issues as soon as possible.

Some complaints may not fall within this policy, such as **allegations of misconduct by a staff member** and therefore need to be immediately reported to the Principal and the Human Resources Department.

All complaints must be made in writing.

## 2.0 Procedural fairness

The School is committed to the addressing of all complaints and grievances with procedural fairness.

The NSW Education Standards Authority (NESA) RANGS Manual (Section 3.7) defines procedural fairness as the basic right of all when dealing with authorities. Procedural fairness refers to what are sometimes described as the 'hearing rule' and the right to an 'unbiased decision'.

The 'hearing rule' includes the right of the person against whom an allegation has been made to:

- know the allegations related to a specific matter and any other information which will be taken into account in considering the matter
- know the process by which the matter will be considered
- respond to the allegations
- know how to seek a review of the decision made in response to the allegations

The 'right to an unbiased decision' includes the right to:

- impartiality in an investigation and decision-making
- an absence of bias by a decision-maker.

## 3.0 Confidentiality

The School is committed to the confidentiality of all complaints, at all stages in the process of their resolution.

The School will keep the matter as confidential as possible by only sharing information with those who need to know about the complaint issues. All parties involved in the complaint have a duty to uphold strict confidentiality during the grievance procedure for the safety and consideration of others that may be involved. Complaints and the progress of its resolution must be kept confidential.

Although the School is committed to the confidentiality of all complaints, there may be situations where it is not possible to uphold a person's right to confidentiality. For example, a person's health and safety may be at risk, or the grievance may involve criminal activity. In these circumstances, the School will always prioritise the safety of the students, staff and wider community.

## 4.0 Assessing risk

All complaints that are submitted are assessed to identify any immediate health, safety or security risks. It is important to determine what the complaint is about. This may require going back to the complainant to clarify their concerns.

The person who receives the complaint should immediately escalate to the Principal if there are risks. Any identified risks and risk management actions will be documented by the Principal.

Some complaints are not dealt with by the School and may need to be referred. Some examples include, if the complaint is about:

- allegations of a child protection nature against an employee
- allegations of corrupt conduct
- possible criminal conduct
- a risk of harm or significant harm to a child
- legal proceedings

## 5.0 School community, parent and student complaint procedure

A complaint is an expression of dissatisfaction made to the School, where a response or resolution is reasonably expected or legally required. A complaint can be about any aspect of the School, including the behaviour or decisions of staff, school practices or procedures.

The following procedures will be adhered to when dealing with general complaints or grievances that have been reported by the school community, parents or students. This provides the complainant 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.

### 5.1 Stage One – Informal Discussions

Most complaints are best resolved promptly with the classroom or subject teacher. They are often the best person to handle routine concerns about matters within their classroom and/or area of responsibility.

In many cases, staff can manage a complaint made directly to them, even if the complaint relates to their actions. For example: where a parent complains to the classroom teacher about the homework issued or student behaviour management, the teacher may be able to respond to the complaint. This often also best meets the parent's needs.

**The parent or student is encouraged to raise the complaint with staff member involved** by following the steps below:

- a. Contact the teacher directly and organise a time to meet with the teacher to discuss the concerns.
- b. In the likelihood that the staff member cannot be approached, the complainant should notify the direct supervisor in writing of the nature of the complaint or grievance, prior to requesting a meeting with the supervisor.

The supervisor will listen carefully to the issues and discuss the matter with the staff member responsible and other relevant personnel whilst maintaining confidentiality.

The supervisor will provide the complainant with a verbal response pertaining to the complaint and grievance.

The teacher and/or supervisor will use their professional judgement to decide what records to keep with regards to the complaint made by the complainant.

## 5.2 Stage Two – Formal Mediation

Every prospect is to be explored in resolving the complaint within the steps outlined in section 5.1.

In the event that the complainant is dissatisfied with the resolution or management of the complaint by the teacher and/or their supervisor, the matter is to be submitted in writing to the relevant Deputy Principal (Primary Campus, Secondary Campus) by completing the **Complaint and Grievance Form** (See Appendix 7.2). Copies are available from the Administration Office.

The Deputy Principal will manage the complaint by following the steps below:

- a. Review the process undertaken in section 5.1 prior to proceeding and gather relevant information.
- b. Convene a formal meeting involving the complainant and staff member involved to resolve the matter.
- c. Provide an appropriate outcome to the complaint. The complainant will be provided with a written response as to the outcome presented by the Deputy Principal.
- d. Refer the matter to the Principal in the event an appropriate outcome cannot be achieved.

The Deputy Principal will document:

- their contacts with the complainant and teacher
- how they managed the complaint
- the outcome of the complaint, including how and whether any concerns were substantiated and the actions taken in response
- the steps taken to follow up any outcome actions.

## 5.3 Stage Three – Investigation and Findings

Every prospect is to be explored in resolving the complaint within the steps outlined in section 5.1 and 5.2.

In the event that the complainant is dissatisfied with the resolution or management of the complaint by the Deputy Principal, the matter is to be submitted in writing to the Principal by completing the **Complaint and Grievance form** (See Appendix 7.2). Copies are available from the Administration Office.

The Principal will further investigate the concerns raised. The complainant will be advised in writing of the findings.

The Principal will provide a report to the Chairman of the Board of Directors outlining the complaint and resolutions achieved.

The Principal will fully document the actions they have decided and the reasons.

#### **5.4 Stage Four – Appeals**

In the event that the complainant is dissatisfied with the complaint findings made by the Principal, the matter is to be submitted in writing to the Chairman of the Board of Directors.

The complainant must submit a written statement of the complaint and grievance outlining the reason for their dissatisfaction with the investigative processes and resolution undertaken in Stages One, Two and Three.

The Chairperson of the Board of Directors may uphold the findings or overturn the decision and make new recommendations for the resolution of the complaint or grievance. All actions and decisions will be documented.

#### **6.0 Anonymous complaints and representation of complainants**

Complaints can be made anonymously. If the staff receive an anonymous complaint, they will deal with the issues that are raised – to the extent possible. It is not appropriate to try to establish who made the complaint or approach anyone to ask them if it came from them.

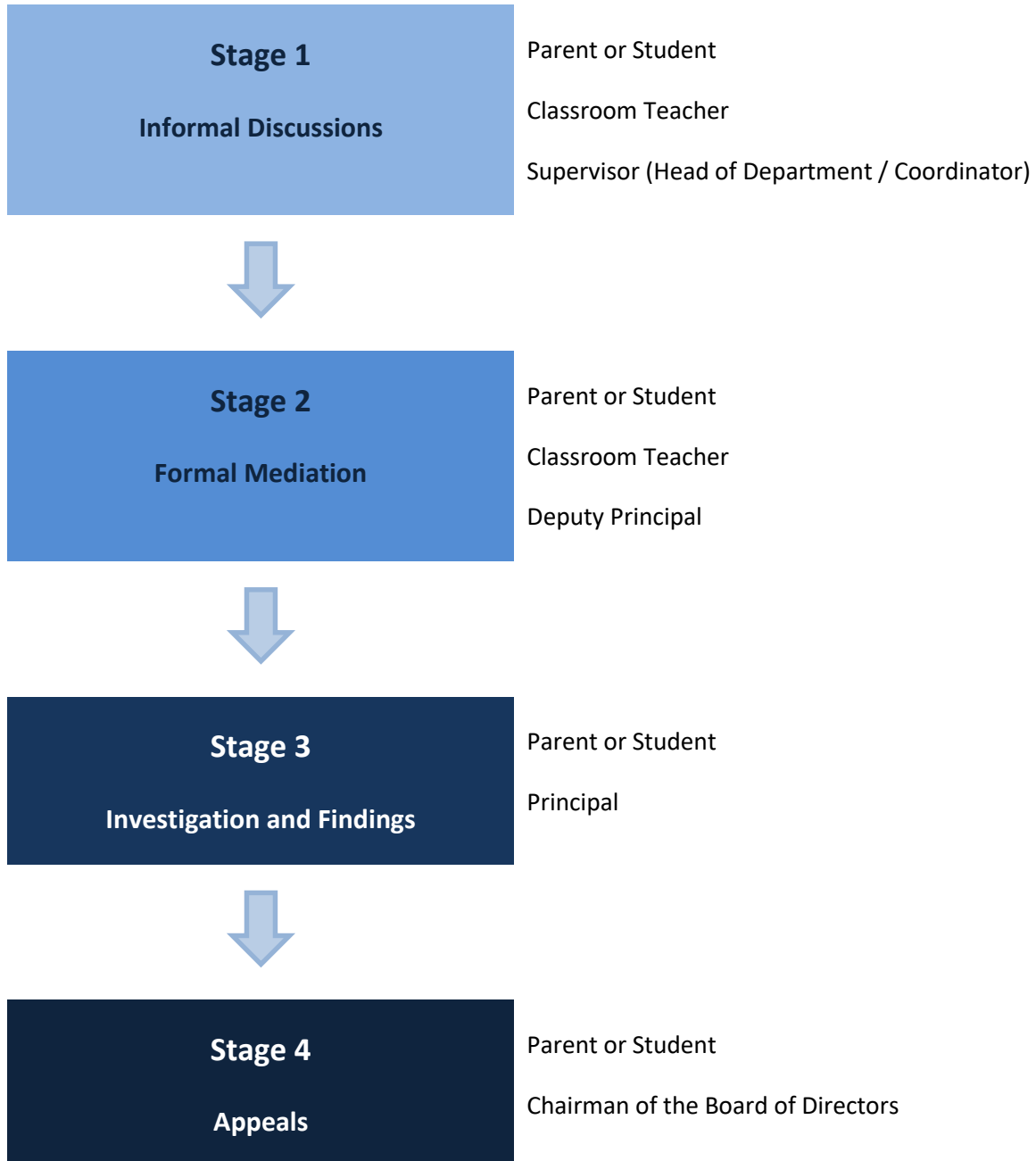
Complainants may ask a representative to make a complaint on their behalf, for example, via an advocate, family member, legal or community representative, Member of Parliament or another organisation. Wherever possible, the complainant should confirm in writing their request to have a representative.



## 7.0 Appendices

### 7.1 The Complaints and Grievance Resolution Process

The Complaints and Grievance Resolution Process consists of four stages. A resolution may be obtained at any stage. All actions and decisions for every stage should be documented.



## 7.2 Complaint and Grievance Form



### Complaint and Grievance Form

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Please select from the following:

|   |               |                  |             |
|---|---------------|------------------|-------------|
| Parent/Guardian                         | Family Member | Service Provider | LALC Member |
| Student                                 | Caregiver     | Community Member | Other       |
| If 'Other' is selected, please specify: |               |                  |             |

**Please provide the following details of the complaint.** Set out your information as clearly and as briefly as possible.

- Provide student details, such as your child's name and year level
- Focus on facts
- Mention the steps you have taken to resolve the problem

**Description**

Have you raised this complaint or grievance with anyone before?

Yes

No

**What is the result you are seeking?**

- Acknowledgement of wrongdoing
- Apology
- Feedback to staff member
- Fix the issue
- Provide information requested
- Review or change of decision
- Other, please specify:

**Your details**

**Contact name** – Please provide your name and contact number so that we can contact you in relation to your complaint.

**Email address** - Please provide your name email so that we can contact you in relation to your complaint.

- I would like a response

By submitting this form, I understand that my complaint may be directed to the School Principal to manage.