

Australian Islamic College of Sydney

Community Complaints/Grievance Procedures



Australian Islamic College of Sydney policies have a commitment to Australian Islamic ethos and values, and should be read in conjunction with other policies and procedures and with relevant legislation.

POLICY REVIEW

This policy will be reviewed every two years or on a needs basis.

POLICY DATES

Implemented	April 2023	Reviewed	April 2023 05/09/ 2024
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Next Review Due	September 2026
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POLICY OWNER

Mohammed Riaaz Ali
PRINCIPAL

POLICY APPROVER

AICS Board

Introduction

The Australian Islamic College of Sydney (AICS) believes that a positive, clear, effective and appropriate procedure for resolving grievances and complaints between the school and parents/stakeholders/community members assists in the building of strong relationships, dispels anxiety, and ultimately provides students with an enhanced learning environment. All complaints and grievances need to be appropriately handled and resolved in a timely and effective manner.

While we accept our responsibility to consult, and to communicate both clearly and effectively with the parents, stakeholders and community, they also have an obligation to read emails, sms, notices and newsletters, to attend briefings, attend parent teacher interviews and to seek clarification when required in a respectful manner following appropriate procedures. There may, however, still be times when members of the community disagree or are confused about the school policies and procedures. Therefore, it is essential that the established procedure as outlined below is followed to resolve grievances effectively and efficiently.

Procedures

1. All grievances must be clearly written, and delivered to the front office in a sealed envelope or emailed to communications@aics.nsw.edu.au addressed to the correct staff.
2. If the complaint or concern is regarding staff misconduct or reportable conduct then parents/stakeholders/community members can either phone (99336900), email (as above) or just walk in and ask to see the Principal. You are to report these matters directly to the Principal and provide your contact details. The Principal will take the contact details of the person making the complain. The Principal will then start the investigation on the reportable conduct or might ask Association of Independent School (AIS) depending on the nature of the case to carry out the investigation. The findings of the investigation will be reported to the office of the children's guardian by the Principal. The staff found guilty of misconduct as per the investigation will have his/her employment terminated immediately. More information regarding reportable conduct and mandatory reporting can be found in the child protection policy available on the school website. To provide a safe and supportive environment for all our students is one of our highest priorities and we take staff misconduct and reportable conduct very seriously.
3. All facts pertaining to the grievance need to be clear and factual and not based on third hand information or gossip.
4. If the matter involves your child or an issue of everyday class operation, make an

appointment to see their classroom teacher or the subject teacher, detailing the reasons for the appointment.

5. If the matter is not resolved with the class teacher or the subject teacher then make an appointment to see the Head of School of the appropriate school.

6. An appointment should be made with the Principal to discuss issues involving school policy, operations beyond your child's classroom, and concerns about staff, or grievances that may not be easily resolved.

7. The Principal will arrange for a time to meet with the concerned parent to address the grievance.

8. All grievances are to be kept confidential.

9. All formal discussions and processes involving grievances will be documented.

10. If the grievance remains unresolved then the AICS Board Chairman will be informed and asked to help resolve the grievance.

11. The Principal will advise the parent what options are open to them if grievances are not resolved after the intervention by the Board Chairman.

12. The Principal and AICS Board Chairman will exercise their judgement as to whether or not they will act upon anonymous complaints.