

Problem / Grievance Resolution Policy

Rationale

IQRA Islamic College recognises that parents and students may have a complaint or grievance over a college related issue and through the procedure the College is providing a mechanism by which parents or students can seek to have that complaint addressed.

IQRA Islamic College has both a desire and responsibility to ensure that high standards of conduct are maintained by staff and students at all times, and that complaints are managed and resolved fairly and efficiently.

Aim

- To provide a harmonious, positive and productive school environment.
- To resolve complaints fairly, efficiently and promptly.
- The school principal will be kept informed at all times.

IQRA Islamic College is committed to providing students with an education of the highest possible quality. However, from time to time, students or parents may raise concerns, complaints or grievances about matters or issues relating to their experiences.

This Policy sets out the internal procedures that apply within our college for addressing student/parent/staff complaints and grievances. These procedures are designed to ensure that throughout the college there is a transparent process for ensuring student complaints and grievances are dealt with fairly, consistently and promptly.

The student grievance resolution procedures of the College are based on the following principles:

- That the procedures used to review and resolve complaints or grievances are fair and must be seen to be fair;
- Confidentiality will be respected for all parties, unless the use of the information is authorized by law;
- That staff involved in resolving complaints or grievances will act fairly at all times and ensure that conclusions will be based on a fair hearing of each point of view;

- There will be no reprisals or any disadvantage arising as a result of a student making a complaint or grievance in good faith;
- That complaints or grievances are handled in a timely manner with achievable deadlines specified for each stage in the resolution process;
- Any student or parent who makes a complaint or grievance and any staff member or student on whom the complaint or grievance has a direct impact, is regularly informed of the progress of the matter;
- Where the complainant is not satisfied with the outcome proposed by the decision-maker, the student/parent is entitled to seek a review, either on procedural or substantive grounds, from the IQRA College School Board.

Types of student grievances

Academic grievances

These are usually complaints or appeals against academic decisions. They include but are not limited to:

- Academic progress decisions
- Assessment matters
- A decision of a member of academic staff that affects an individual or groups of students
- Selection or admission decisions
- Content or structure of academic programs, nature of teaching, or assessment

Administrative grievances

These relate to decisions and actions associated with administrative or academic services.

They include but are not limited to:

- Administration of policies, procedures and rules by central administrative and student support groups, faculties and departments
- A decision by an administrative staff member that affects an individual or groups of students
- Access to IQRA Islamic College resources and facilities.

Grounds for complaint or grievance

Without limiting the circumstances which may give rise to a complaint or grievance, a student has valid grounds for making a complaint or grievance or lodging an appeal against a decision made in relation to a complaint or grievance, where the student considers he or she has been adversely affected by one or more of the following:

- Improper, irregular or negligent conduct by a staff member

- Failure by IQRA Islamic College staff member to act fairly
- A decision that has been made without sufficient consideration to facts, evidence or circumstances of specific relevance to the student.
- Failure by the College to make a decision within a timely manner

Procedures for the handling and resolution of complaints and grievances

It is expected that most complaints received will be resolved informally whilst all other complaints will follow the formal procedures outlined to gain an acceptable resolution. Complaints received against a Teacher, any Staff member or the Principal will automatically invoke the formal process handling procedures.

It should be noted that complaints from students under the age of 18 years will be offered the support of an adult (parent, guardian or teacher).

Informal approach

In these circumstances there is no need to keep records unless there is an element of doubt in which case the Principal should be consulted for his advice regarding this. Where a complaint goes through the Assessing and Referring process then this would warrant keeping a record and history.

When a student/parent has a complaint about any school matter then he or she should first discuss the matter with the teacher or staff concerned.

If the student/parent has concerns about raising the matter with the person directly responsible, then he or she should discuss it with Principal.

If the parent or student believes that his or her complaint has not been adequately addressed then it is strongly advised to seek information and advice from the IQRA College Principal, who still within this informal process will try to get to an acceptable resolution.

Concerns however, about a decision of the IQRA School Board should be raised with the Principal who if unable to resolve the matter will refer it to the school Board for informal resolution in the first instance.

The ***Informal resolution*** options that could be deployed in these circumstances are:

1. Handle the issue personally
2. Seek help of a colleague to reach resolution
3. Facilitate or act a mediator between parties

Formal Procedure

If the informal approach to dealing with the parent's or student's concerns does not lead to an acceptable resolution then the recourse is to pursue the formal procedure for resolution of the matter as set out below.

1. Complete the formal Complaint Form (Sign & attach any relevant documentation)
2. Hand the completed form to the Principal
3. The Principal will assess the seriousness of the complaint
4. The Principal will formulate the resolution options
 - a. If the complaint is specific to a Policy then it needs to be referred to the School Board for consideration
5. Within 24 hours make contact with the complainant for a formal meeting
6. Initiate the agreed course of action (ensuring that the resolution is kept within the confines of the source of the complaint)
7. Inform the IQRA School Board of all formal complaints and status (progress)
8. Maintain formal confidential records of the discussions and outcomes at every stage of the resolution process

If the complaint is **specifically against the Principal then:**

1. Complete the formal Complaint Form (Sign & attach any relevant documentation)
2. Mail the form to the IQRA College Board (or had it to the School Board Secretary)
3. The Chair of the Board or his Delegated Authority will assess the seriousness of the complaint
4. The Chair or Delegated Authority will formulate and initiate the resolution options
5. The Chair or Delegated Authority will engage with all concerned parties as part of the resolution process
6. Formal confidential records will be kept and updated at all stages of the resolution

The ***Formal Resolution*** option considerations are as follows:

1. The Principal takes an intervention approach between parties via meetings (individually or jointly) or through formal correspondence and if a resolution is not attained through these methods then makes a decision and informs all concerned.
 - a. This procedure is generally used to resolve employee grievances and parent/caregiver complaints which have not been resolved using informal options.
 - b. The Principal make seek assistance from within the school

2. The Principal may choose to undertake a discovery and an investigation of the **relevant** facts before responding. (This is in the event of a serious breach of misconduct that warrants a disciplinary or dismissible offence)
3. All findings to substantiate or dismiss the compliant will be fully and confidentially documented and recorded
4. The IQRA Board will be kept fully informed of the approach and all findings
5. Should legal advice be sought then this needs to be approved by the IQRA Board.
6. Outcomes (depending on the seriousness) could result in the following:
 - a. Depending on the seriousness the parties may agree to a remediation
 - b. A warning or caution
 - c. Disciplinary action
 - d. Dismissal
 - e. Policy, process or procedure changes (if the complaint is specific to this)

Withdrawal of complaints or grievances

A student or Parent may withdraw a complaint or grievance at any time during the grievance resolution process and in this case the matter will be concluded and deemed to be resolved. If the original complaint or grievance was made in writing then the withdrawal must also be in writing.

