



AL-HIDAYAH ISLAMIC SCHOOL

PARENTS COMPLAINTS POLICY 2017

Policy No: **STA005**

Version: 2

Responsible Person: **Ridhwan Mayze**

Scheduled Review Date: **December 2017**

Signed, Chair: *U. A. Abdullah*

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Rationale:

Parents, teachers and schools together play a vital role in every child's learning. It is our shared responsibility to ensure that every child reaches their individual potential academically, spiritually, socially, physically and emotionally. As part of this joint responsibility, positive relationships between home and school are vital. One of the keys to creating and maintaining positive relationships is open and effective communication. It is important therefore that if there are concerns to be raised, there is a fair and productive procedure in place to manage them, with the aim of achieving a positive outcome for all involved.

Spiritually

Guiding Principles:

Al Hidayah Islamic School is committed to responding promptly, fairly and helpfully to parent and caregiver concerns. As such, it is important that any concerns are directed to the most appropriate person at the school. Concerns may be made either verbally or in writing.

Objectives:

- To ensure that complaints lodged are resolved in a prompt and efficient manner.
- To promote the highest standard of professionalism when dealing with our community.

Policy:

Staff members at this school are responsible for managing the resolution of disputes and complaints lodged with us. We will make every effort to promptly resolve disputes and complaints lodged with us according to the principles of procedural fairness. Where we cannot resolve a complaint, the complainant, or the Principal can forward written complaints to the Amir of the Governing Shurah.

Making a Complaint:

Complaints can be made –

1. verbally
2. by letter
3. by email

In some circumstances an issue will not be resolved because the judgment would have been made in the best interests of the whole school and not just the isolated incident that led to the complaint.

Steps to follow when making a complaint:

- 1. Clarify your Concerns.** - Before raising your concern with the school, consider and clarify the issues in your own mind. Be fair and rational, and gather as many factual supporting details as you can. You are representing your individual concerns, not the views of others. Everyone at the school has the same and full entitlement to raise concerns that involve them or their child. In many cases, your inquiry or concern is best directed to the classroom teacher and all teachers and staff have an 'open door' policy.

Minimum information needed when making a complaint:

You should provide the following information when making a complaint:

- your name and contact details;
- copies of any relevant correspondence or documents relating directly to the complaint;
- the nature of the complaint; and in the case of a verbal complaint, where you do not want to be identified or to lodge the complaint in writing, we will endeavour to work directly with you to resolve the matter.
- any concern must only be in relation to your child; you cannot speak on behalf of anyone else.

- 2. Arrange to Speak with Your Classroom Teacher.** - In many circumstances, the classroom teacher is best placed to hear and discuss any concerns. Inquiries regarding academic progress, general behaviour, homework, assessment, attendance and social or emotional wellbeing are best discussed with your teacher. You are welcome to either contact the teacher directly, verbally or in writing, to arrange a suitable time to speak with them. When discussing concerns remember the best interests of your child are foremost in mind. Once you have agreed on a path forward, arrange a follow-up form of communication to share progress and gain feedback. Finding solutions agreeable to everyone is a shared responsibility. The teacher will document the complaint and any agreed course of action. Both the parent and teacher are to sign the documented copy.

- 3. If unresolved, involve the Principal.** Most concerns can be resolved at the classroom level. However, sometimes concerns are broader than the classroom, or a satisfactory outcome may not have been reached with the classroom teacher. In such cases, concerns can be directed, verbally or in writing, to the Principal.

The Principal will promptly hear your concerns and manage them in a way that is fair and reasonable to all parties. This may require one or several face-to-face meetings and other forms of communication.

To aid a satisfactory and positive outcome, provide as much factual information as you can and be accepting of the need for the Principal to consider impacts on the greater school community. Anonymous concerns are only acted upon if enough information is provided for suitable follow-up.

Complaints can be lodged with the school using any of the contact methods listed above. Written complaints should be addressed:

"PRIVATE AND CONFIDENTIAL".

The Principal
PO Box 761
Victoria Park WA 6979

- 4. Exceptional circumstances.** - It may be necessary to contact an authority outside of the school to address your concerns. Generally, this is if your concern has not been resolved by the above procedures, or if there is a valid reason for not raising your concern with the school directly. In such cases, the Amir of the School's Governing Shurah is the most appropriate contact point. To do this contact:

"PRIVATE AND CONFIDENTIAL."

The Amir
PO Box 761
Victoria Park WA 6979

Responsiveness:

Al Hidayah Islamic School will acknowledge written complaints within 5 school days. We seek to resolve local complaints within 14 days. If because of the serious nature of the complaint, it is deemed necessary to forward it on to the Governing Shurah, we will do this without delay. In all cases you will be kept informed of the progress of your complaint.

Enquiring on a complaints progress:

You may enquire as to the progress of your complaint at any time by directly contacting the appropriate person. At the time of lodging a verbal complaint, or in the acknowledgment letter for a written complaint, this person will be identified for you.

Outcome of a complaint:

Al Hidayah Islamic School will advise you verbally or in writing of the outcome of the complaint. Confirmation of the outcome of all written complaints will be provided to you in writing.

Rejecting a Complaint:

Complaints judged to be trivial or without substance, or where it is judged to not warrant further action, will not be progressed. You will be advised of this decision in writing.

Definitions:**Complaint:**

The expression of dissatisfaction with any aspect of education. It may be general in nature or relate to particular staff, a part of the organisation, a policy or a decision. A complaint must contain sufficient detail to enable it to be addressed and recorded.

Complainant:

A person or persons lodging a complaint.

As outlined in the Australian Standards AS 4269-1995 our complaints handling policy demonstrates:

Commitment:

We recognise your right to complain and to have your complaint dealt with seriously.

Fairness:

We understand the need to be fair in our complaints handling processes.

Resources:

We have adequate resources for effective handling of complaints.

Visibility:

Our complaints handling processes are available from our school website.

Access:

We accept complaints lodged by phone or in writing.

Assistance:

Upon request, we will provide a complainant with the support needed to formulate and lodge a complaint.

Responsiveness:

Complaints will be dealt with quickly and efficiently.

Charges:

There will be no charge to the complainant for the raising of a complaint with us.

Remedies:

Where a complaint results in the identification of changes that should be made to our processes, those changes will be made.

Data Collection:

Data about complaints lodged with our school is collected and recorded.

Systemic and Recurring Problems:

Complaints are regularly analysed for the identification and addressing of systemic and recurring problems.

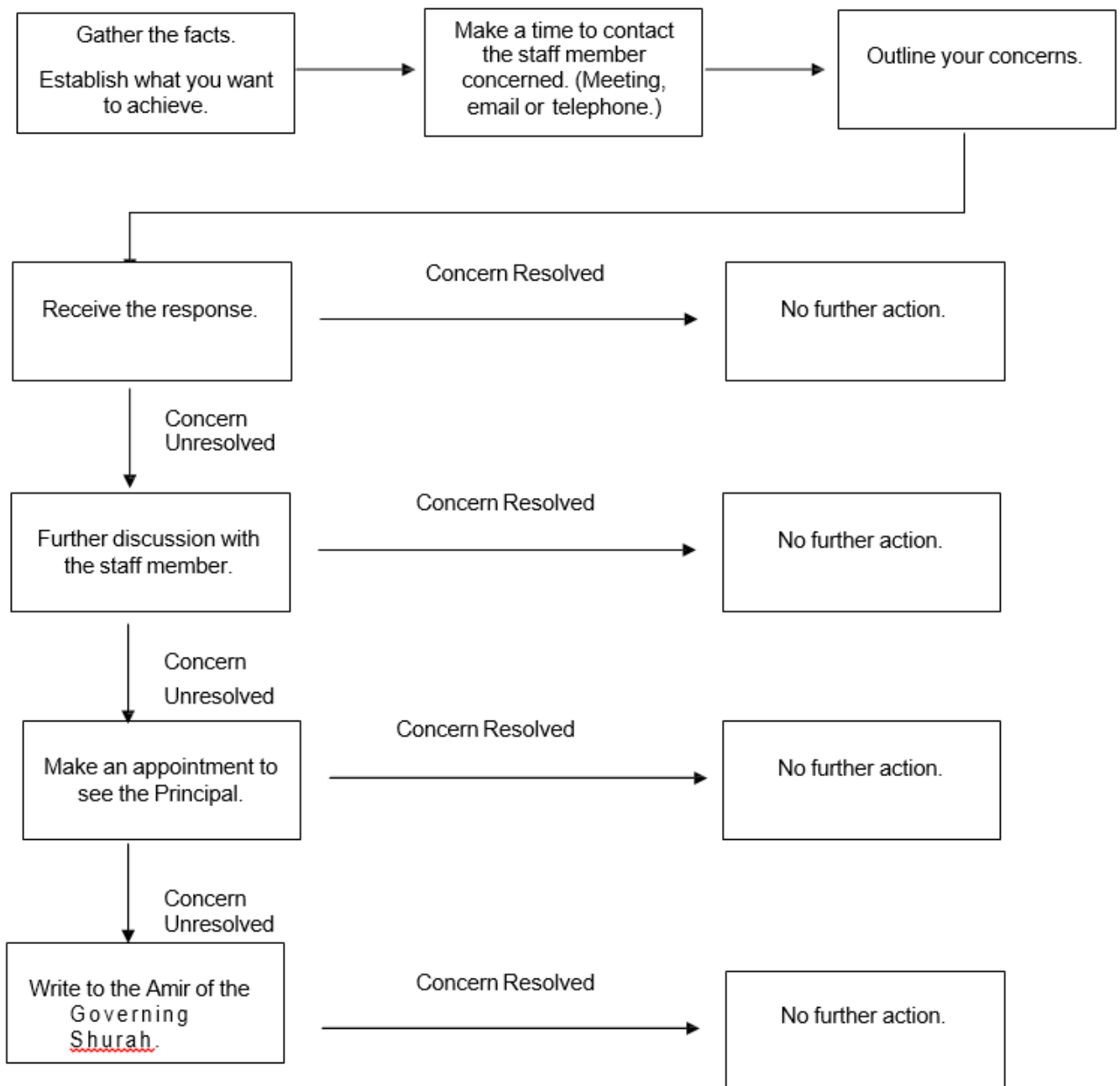
Accountability:

We report our complaints handling processes against our documented performance standards.

Reviews:

The Governing Shurah reviews this policy every year.

Resolving Complaints from Parents



Parents Complaints Policy

Acknowledgement

By signing this Acknowledgement, you are agreeing to abide by this Parents Complaints Policy to the best of your ability and acknowledge that you understand that breaches of this Parents Complaints Policy will be taken seriously.

Please sign and date your Acknowledgement and return to the Administrative Officer within five (5) working days. Thank you.

I _____ have read, understood and agree to comply with the terms of this Parents Complaints Policy.

Employee Signature

Dated

Principal Signature

Dated