

Parents Complaint Policy

Rationale

Malek Fahd Islamic School and its campuses aim to foster a safe and supportive school community for all stakeholders. It is recognised that from time to time members of our school community may be unhappy and feel aggrieved by something that is happening at the school or by a decision that has been taken by the school.

A member of our school community may have a complaint about, but not exclusively limited to, a decision, behaviour, an act or omission by any member of staff. The complaint may arise because a member of our school community feels harassed or feels that a decision, behaviour or act is discriminatory, unreasonable or involves Staff misconduct.

In some cases the aggrieved person will be able to address the issue by raising the complaint directly with the person involved. However, this may not always be possible for a range of reasons, including the fact that attempts to resolve an issue directly with the person involved may prove to be unsuccessful or impossible. It is for this reason that a complaints procedure exists at Malek Fahd Islamic School and its campuses.

Please note that due to the size and nature of each campus, the complaints procedure may be shorter and may often involve bringing it to the attention of the Principal/ Assistant Principal in the event that face-to-face attempts to resolve a complaint have been unsuccessful

What Complaints May Be Addressed By This Procedure?

Examples of complaints that are covered by this procedure include issues related to:

- Discipline procedures,
- Teaching and learning,
- Damage or loss of property,
- Bullying and harassment,
- Discrimination
- Child Protection

What is Harassment?

Unlawful harassment is a form of unlawful discrimination. In general, unlawful harassment is any form of behaviour that is unwarranted and may include:

- Verbal abuse or comments that put down or stereotype people because of their race, sexuality, pregnancy, disability, etc.;
- Jokes based on race, sexuality, pregnancy, disability, etc.;
- Mimicking someone's accent, or the habits of someone with a disability;
- Offensive gestures based on race, sexuality, pregnancy, disability, etc.;
- Ignoring or isolating a person or group because of their race, sexuality, pregnancy, disability, etc., or
- Display or circulation of racist or other offensive material.

Making A Complaint

If a complaint arises, the school believes that where possible, it is best to attempt to arrange a meeting with the person involved to discuss and resolve the concern.

If the complaint is serious, for example if it is of a child protection nature, then the complaint should be referred to the Principal immediately. If approaching a person involved to discuss the complaint causes discomfort then the next person responsible should be approached.

Parents should never approach other students with a school complaint. These matters should be directed to the relevant Welfare Coordinator. At Hoxton Park and Beaumont Hills, these matters should be raised with the class teacher first.

Informal complaint

Before making a formal complaint about a school related problem, the school advises that you should attempt to resolve it directly with the person involved. If this is not possible then speak to an executive staff member with a view to resolve the concern.

Formal complaints

If attempts to informally resolve a problem with the person directly involved are not successful, then the complaints procedure is available to address your concerns and deal with them in an appropriate manner.

This complaints procedure is for

- Parents and
- Current students.

How to make a complaint- Informal Process

- If appropriate and possible, approach the person involved directly by arranging an appropriate time to meet. Depending on the nature of the complaint you should tell the person how you have been affected. For example, if the complaint is about a person's behaviour, tell them that their behaviour is offensive, hurtful and not acceptable. If the complaint is about a decision, tell the person why you believe it is discriminatory, harassment or unreasonable. By telling the person directly involved you are making them aware and thus giving them an opportunity to change their behaviour or explain why a decision was made.
- At the Hoxton Park and Beaumont Hills campuses contact the class teacher, then the grade coordinator, then the Head of Campus.
- If the complaint is about the Head of Campus then you should contact the Principal
- If the complaint is about the Principal you should contact School Proprietor or the School Board.

How to Make a Complaint- Formal Process

- If attempts to resolve a problem directly with the person involved have been unsuccessful, you may decide to make a formal complaint. Formal Complaint Forms can be found on our Official School website and the Front Office. Once you have made a formal complaint, the Principal will instruct the Deputy Principal to carry out an investigation into your matter. The delegated staff member may refer your complaint to another staff member if they feel there is a conflict of interest and cannot investigate the complaint.
- The delegated staff member will interview you and make record of relevant details from your conversation to gain a full understanding of the nature of the complaint. As the aggrieved party, you should inform the person investigating the complaint what you would like as an outcome. For example, a written apology or a written warning. If the complaint is sustained, the school will refer to its own disciplinary policies
- The other person, whom the complaint is about, will be informed of the complaint. They will be given an opportunity to be interviewed by the Deputy Principal in the presence of the Compliance Officer or relevant Subject Coordinator. Witnesses will be interviewed in the same manner if applicable. Notes will be recorded by the interviewer and maintained in the Complaints register along with the original Complaint form. The Complaints Register can be found in the Front Office.
- The delegated staff member will then meet with you again and disclose their findings and the outcome of your complaint.
- Throughout the investigation both parties will have the importance of confidentiality emphasized to them. Absolutely no body, apart from those directly involved, will have knowledge or access to this information.
- If the complaint has not been resolved then you are entitled to a review. This will be carried out by the Principal.
- When the complaint is about the Head of Campus, the Principal will conduct the review.
- If the complaint is about the Principal the School Board will conduct the review.
- At Hoxton Park and Beaumont Hills, where the Head of Campus has been the person to investigate a complaint, the Principal will be asked to conduct a review.

Outcomes

If the complaint is sustained then the following may occur:

- An agreement between the parties
- A written apology
- A verbal apology

If the complaint is about a staff member then the school will take action in accordance with the Staff Code of Conduct.

If the complaint is about a student, then the school will take action in accordance with the School Discipline policy.

If the complaint is not sustained then possible outcomes can include: further training for staff or students, monitoring behaviour of those involved and making counseling available to the aggrieved party.

When a complaint is made, it is done so on the assumption that it is made in good faith. If it is found that the incident at the center of the complaint did not happen, and was made only to cause distress, then the person who made such a complaint may receive counseling, may need to provide a written apology to the other party, may receive an official warning and may have disciplinary action taken against them.

Please note where you feel that the school has not dealt with your concern sufficiently, you will be advised by the Principal as to your options and seeking external assistance. If the concern is about the Principal, the School Board will give this advice.

External Complaint Form

A complaint may be logged online using the **External Complaint Form**. A printed version of the form is available **here**.