



AUSTRALIAN INTERNATIONAL ACADEMY

COMMUNITY GRIEVANCE POLICY/PROCEDURE

Last Review Date: March 2016

Review Date: October 2018

INTRODUCTION/PURPOSE

The Academy has a Complaints and Appeals policy that sets out the procedures that ought to be followed if a parent, a staff member or a student feels they have a grievance which needs to be addressed. The Procedures attempt to be fair to all parties involved in any incident that might have led to the grievance and the procedures established enable all parties to the grievance to put their points of view to independent and uninvolved arbiters in a fair and objective forum. Recognizing that it is sometimes not possible to resolve an issue to everyone's satisfaction, the procedures attempt to reach a fair settlement.

If the complaint falls within the definition of illegal or unlawful activity, the laws and regulations governing the situation must over-ride the Complaints procedures outlined here. This applies to issues governed by mandatory Reporting legislation, and in such areas as serious sexual harassment. In such cases, the responsibilities of all parties are mandated by legislation and as such, must be implemented in full.

PARENT COMPLAINTS

Procedures For Resolving Parent Grievances

1. The Parent should put their complaint or grievance in writing (i.e. make a Formal Complaint) and take it to the relevant Head of Campus.
2. If the complaint is about the Fees or other financial matters, the complaint should be directed to the Business Manager or the Academy Senior Financial Manager.
3. The Head of Campus/Business Manager or the Senior Financial Manager will try to resolve the complaint to the satisfaction of the complainant.
4. If the complainant is not satisfied with the resolution measures proposed by the Head of Campus or the Financial Manager, or if the process implemented does not resolve the situation to the satisfaction of the complainant, the complaint then is to be referred to the Academy Head for a further consideration and a final decision.

5. In serious cases, other than fees or financial problems, parents may take their complaint to the Academy Board by submitting a Formal (written) Complaint to the Academy Head addressed to the Board Chairman.
6. Parents who take their complaint to an outside authority before they have given the Academy the opportunity to respond or to implement the Complaints procedures will not then have the Complaints procedures made available to them.
7. Complaints submitted after a family has withdrawn their children from the Academy will not be considered, even if the complaint was a factor in the decision to withdraw. Complaints will only be investigated and responded to if the family is part of the school community.

Students' Grievances

Procedures For Resolving Student Grievances

At the Academy, students like staff, are entitled to have their grievances heard and resolved by the Academy by following the appropriate procedures.

Students, **local and overseas**, who believe that they were unfairly treated or unduly harassed by teachers, or other Academy employees, are entitled to apply to have their cases heard by Special Panels to be established for this purpose within the Academy.

The procedures for students to get their complaints heard and resolved are as follows:

STAGE 1

1. The student must fill out a Grievances Application Form which can be obtained from the General Office. The completed form should be submitted to the relevant School Head.
2. School Heads or any of the Assistant Heads of the Secondary & the Primary Campuses will have the discretion to determine the eligibility of each case and whether it be heard.
3. If the Academy finds that the complaint is genuine, a Panel will be set up to hear and resolve the complaint(s). The format of the panel will be as follows:
 - a. A School Head or Assistant Head.
 - b. The student/s concerned. (In the case of a single student and if the student wishes, the Welfare Officer, a friend from the Academy, or a member of S.R.C., may attend the Panel meetings in a supportive role, but not as an advocate.
 - c. The concerned teacher or employee (if the grievance requires it)
4. The procedures to be followed in the interview should be determined by the Chairperson, in consultation with the School Heads. It is strongly recommended that such meetings be conducted in an informal and caring atmosphere.

5. It is expected that complaints (students) will receive all support from the Panel to get their grievances resolved.

STAGE 2

1. In the case where a complaint couldn't be resolved through the above-mentioned procedure (Stage 1), the complaint (s) will be referred to the Campus Head for further action.
2. The Campus Head may appoint another Panel chaired by a Senior Staff member.
3. If a Panel is to be established for that purpose, the above procedures in items 3b, 3c, 4 & 5 will be followed.
4. The Campus Head will have the discretion to use other methods to resolve the complaint(s).
5. The Academy Head, in general, must be briefed, by the Campus Head or the relevant School Head on student complaints and their outcomes , and in particular if the complaints reach Stage 2 .

STAGE 3

This Stage applies only to Overseas Students.

For ordinary complaints, Overseas Students will follow the above procedures (Stages 1 & 2).

When disagreements arise between the Academy and Overseas Students, in the case of student's withdrawal from the Academy and in relation to the method of Fee reimbursement or the amount of fees to be reimbursed to a particular student(s) and where the dispute cannot be resolved within the Academy, a panel will be established to resolve the dispute as follows:

- a. The Chairman of the Islamic Schools Association of Australia (ISAA) or his nominee as a Chairperson.
- b. The Academy Head or his nominee.
- c. A representative for the Overseas student(s). If the Overseas student wishes, a friend, a parent or a student from S.R.C. may attend the panel with him/her in a supportive role.

The two parties will be bound by the majority decision of the panel (2 votes out of 3).

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Grievance Application Form

Student's Name:

Year Level: Date: / / 20

Nature of the Grievance/Complaint

State the circumstances of the complaint as briefly and succinctly as possible. If this space is insufficient, please attach a more complete account to this Form.

Stage 1 Internal

Date: / / 20

Outcome

Stage 2 Internal

Date: / / **20**

Panel Member 1 Name:

Position:

Panel Member 2 Name:

Position:

Panel Member3 Name:

Position:

Outcome:

Signed

Student:

On Behalf of AIA:

