

## Parents Complaints Policy

### POLICY OBJECTIVES:

The objectives of this policy are to ensure that:

- Families comprehend how their complaints are managed.
- The school demonstrates its response to complaints in a fair, effective, and efficient manner.

### CONDUCT IN COMPLAINT MANAGEMENT:

When addressing a complaint, all involved parties are expected to:

- Show consideration for each other's views and respect their respective roles.
- Focus on resolution.
- Act in good faith and cooperation.
- Behave with respect and politeness.
- Respect the privacy and confidentiality of those involved, as appropriate.
- Operate within and seek reasonable resolutions in compliance with any applicable law and school policy.

### ROLE OF THE SCHOOL:

Al-Ittihad National Private School will handle complaints on various matters, addressing concerns related to the education, safety, and welfare of students. Concerns raised through complaints are treated seriously, providing opportunities to change or improve practices and learning opportunities for students. The principal/vice principal is responsible for the efficient and effective organization, management, and administration of the complaints processes.

### THE SCHOOL WILL:

- Always consider its duty of care to the student(s) involved in the complaint.
- Ensure teachers are informed about the complaint where appropriate.
- Develop and discuss complaints procedures for the school, explaining the processes for raising concerns or complaints, including:
  - Who to contact to raise a concern or complaint at the school.
  - Actions upon receipt of a complaint.
  - Timeframes for acknowledgement and resolution of a complaint.

- Expected outcomes.
- Keep a written record of serious, significant, or unusual complaints requiring resolution actions and document all steps taken to achieve agreement.

**Where appropriate, the principal:**

- May arrange a meeting with the complainant, teacher/s, and/or vice principal.
- Discusses the school's findings with the complainant in an attempt to reach an agreed resolution.
- Communicates to the complainant the steps taken or intended to prevent a similar incident or issue from occurring again.
- Maintains confidentiality.
- Balances the rights and responsibilities of all parties.
- Ensures all parties are aware of their right to advocacy.
- Acts in a manner that seeks to achieve an outcome acceptable to all parties.

*This policy is issued on 3<sup>rd</sup> September 2023*