

Compliments and Complaints Policy

1. Introduction

IQRA College believes that if students, legal guardians ('Parents') or other individuals wish to express satisfaction or raise issues concerning the education and welfare of students, it should be easy for them to do so. It is IQRA College's policy to receive compliments and complaints and consider them as an opportunity to learn, adapt and improve to provide better services.

This Policy ensures that compliments and complaints are received and handled properly, it outlines the School's procedures relating to how the School manages and responds to compliments and complaints in a fair and efficient manner, and provides guidelines for receiving compliments and complaints made by students, Parents, or other individuals.

2. Scope

This policy applies to all staff receiving/managing compliments or complaints from students, Parents or other individuals made to or about the School regarding the education, welfare of students, services, staff, or disciplinary handling. This excludes whistleblower complaints – *See Whistleblower Policy*.

Note: this Policy does not apply to matters about which there are existing rights (and processes) for review and appeal, such as matters relating to criminal activities, fraud, corruption, legal claims, expulsions, and the year 6-7 transition process.

3. Compliments

IQRA College welcomes compliments and positive feedback. If an individual has a compliment to make about any aspect of IQRA College's services, they are keen to hear from you! Compliments can be received in person, by email, social media or phoning the front office.

4. Complaints

IQRA College treats concerns seriously, and welcomes opportunities raised through complaints to change or improve practices and learning opportunities for students through in-person meetings, emails, or by phoning the front office.

5. Complaint Management

A responsive, efficient, effective, and fair complaint management system assists IQRA College to achieve a quick resolution of complaints in a way that respects and values the complainant's feedback, recovers their confidence about the services offered by the School and prevents further escalation of the complaint.

IQRA College's complaint management system aims to:

- Allow the School to respond to questions raised by people who file complaints in a timely and cost-effective manner;
- Increase customer confidence in the School's administrative process; and
- Provide information the School can use to improve the quality of their services and complaint handling.

To ensure procedural fairness and effective complaint handling, IQRA College will

- Always consider its duty of care to the student or students involved in the complaint;
- Ensure staff or line managers are advised about the complaint, where appropriate;
- Keep written records of serious, substantial or unusual complaints that require resolution actions and document all steps taken to achieve agreement; and
- Train all School staff on the School's complaint handling procedures and provide development opportunities on complaint management.

5.1 Oral Complaints

IQRA College staff who receive verbal complaints should try to resolve the issue immediately, where possible. If the staff member cannot resolve the problem immediately, they should refer it to the relevant line manager for resolution. When an oral complaint is received, the staff member or the relevant line manager must remain calm and respectful, and listen sincerely to the concerns raised by the complainant.

After discussing the concern, the relevant line manager and/or staff member handling the complaint should suggest an action plan to resolve the complaint, where appropriate. If this action plan is acceptable, the relevant line manager and/or staff member should clarify the agreement with the

complainant and agree on a way in which the results of the complaint will be communicated to the complainant through an email (and meeting if required).

If the proposed action plan is not acceptable to the complainant, the Principal and/or staff member should ask the complainant to make their complaint in writing to IQRA College Administration using a complaint form.

5.2 Written Complaints

When a complaint is received by a staff member in writing, it must be forwarded to the relevant line manager and an acknowledgment receipt must be sent within three (3) working days, in order to establish a relationship of confidence with the person who filed the complaint.

Further clarification may be obtained from the complainant, where necessary. If the complaint is not made by the customer but on his/her behalf, the customer's consent, preferably in writing, must be obtained in advance from the customer. After receiving the complaint letter, a copy of the complaint procedure must be given to the customer. The relevant line manager must clearly explain to the complainant the complaint process, the time it can take and realistic expectations.

Immediately on receipt of the complaint, IQRA College will launch an investigation, and within seven (7) business days, they should be in a position to provide a full response to the complainant, either in writing or by arranging a meeting with the individuals concerned. If the complaint raises potentially serious concerns, external advice may be obtained. If legal action is taken at this stage, any investigation by IQRA College will cease immediately.

If the issues are too complex for the investigation to be completed within seven (7) working days, the complainant should be informed of any delays. If a meeting is organised, the complainant may, if they wish, be accompanied by a friend, relative or representative, such as a lawyer. At the meeting, a detailed explanation of the results of the investigation should be given and an apology should also be made, if deemed appropriate. This type of meeting gives IQRA College the opportunity to show the complainant that the matter has been taken seriously and has been thoroughly investigated.

Finally, the results of the survey and meeting should be documented and any weaknesses in IQRA College's procedures should be identified and modified.

Note: All non-anonymous complaints filed necessitate a response. Neither the Minister for Education, Training and Skills nor the Department for Education has any power to directly intervene in any complaints relating to the operations of a non-government school.

6. Role of the Principal

The Principal will delegate a responsible individual to evaluate complaints to determine whether they fall within the scope of this Policy. If so, they will collect and review all available information and forward it to the Principal to resolve the issue informally, through discussions with the complainant.

The responsible individual may choose to use human resources or other resources as required, if they require assistance or advice. They must ensure that all staff involved in resolving the complaint are aware of their responsibility to maintain the confidentiality of the matter and to respect the privacy rights of all parties involved.

7. Informal Complaint Files

Details of informal complaints should be noted as soon as possible and may include information such as when, where, how, who was involved and the names of potential witnesses. Complaints that are resolved amicably to the complainant's satisfaction will not be followed up. However, all records relating to the resolution of informal complaints must be kept within the School and any disciplinary action resulting from an informal complaint should be maintained.

If the issue cannot be resolved amicably or if the complainant requests a formal investigation into the alleged misconduct, they must submit a formal complaint form.

8. Complaints Against the Principal

In the event that a parent or student or stakeholder has a grievance specifically regarding the Principal, the following procedure should be followed to ensure a fair and unbiased review:

- Direct Submission to the Chairperson: Any grievance involving the Principal must be submitted directly to the Chairperson of the Board, khaled.dahak@iqracollege.sa.edu.au. This ensures that the complaint is handled impartially and with the appropriate level of oversight.
- Confidentiality: All grievances will be treated with the highest level of confidentiality to protect the privacy of all parties involved.
- Written Complaints: Complaints should be submitted in writing, detailing the nature of the grievance, any relevant incidents, and any supporting documentation.
- Review and Response: The Chairperson will review the grievance and conduct any necessary investigations. A formal response will be provided within 7 business days of the receipt of the complaint. Depending on the complaint the chairperson may delegate to a responsible person within the board to deal with this complaint.
- Follow-Up Actions: Depending on the outcome of the investigation, appropriate actions will be taken, which may include further review by the Board, mediation, or other corrective measures.
- Feedback: The complainant will be informed of the outcomes and any actions taken to address the grievance.
- After the investigation the decision of the outcome from the Board chairman is final from the school's perspective.

By following this policy, we aim to maintain a fair and transparent process for addressing grievances involving the Principal.