



**AL SADIQ
COLLEGE**

GRIEVANCES, DISPUTES & COMPLAINTS POLICY & OPERATING PROCEDURES

Document ID:

Grievances, Disputes & Complaints Policy & Operating Procedures

Revised: March 2025

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GRIEVANCES, DISPUTES & COMPLAINTS POLICY & OPERATING PROCEDURES

Code Objective:

This Grievance, Disputes and Complaints Policy will articulate the expectations of College community members in resolving grievance and disputes.

Core Commitments:

The professional practices articulated in this policy are based on the College's Core Values of Respect, Wisdom, Knowledge, and Compassion. These Core Values underpin the following commitments:

- Commitment to relationships based on mutual respect and dignity.
- Commitment to the care and nurture of community members.
- Commitment to professionalism and ideals based on Muslim values and teachings.
- Commitment to providing high quality education for students.

Rationale:

As a Muslim College, Al Sadiq College acknowledges that the proper handling of grievances, disputes and complaints between College community members is of fundamental importance in building and maintaining community cohesiveness and respecting the College's Islamic foundations. Therefore, the College acknowledges;

1. A desire for mutual respect in relationships between College community members (i.e. Staff, Students, Parents and College Board members) and that interactions between College community members should be characterised by "gracious engagement", trust, and a willingness to understand issues from the perspective of the other person or persons.
2. That dignity, equity and justice are foundational values which should underpin relationships between College community.
3. A responsibility to ensure high standards of conduct and professionalism by staff in their dealings with students, parents, Muslim Alawite community members, and with each other
4. A responsibility to ensure that grievances/disputes/complaints are managed (and where possible resolved) fairly, equitably, efficiently, and in a timely manner according to the principles of natural justice, procedural fairness, and all relevant legislation.
5. The right of staff, students and parents to register a grievance/dispute/complaint about any decision, behaviour, action or omission they believe is unfair, discriminatory or unjustified in the circumstances.
6. That conflict, misunderstanding and disputes potentially exist in every environment where there are human interactions. Some conflict can be eliminated, some can be minimised, and some can at best be managed effectively. It is often undisclosed and/or unresolved conflict which creates distress and disharmony.
7. That healthy relationships involve "creative conflict", where differing viewpoints and opinions can enhance relationships and decision-making. Conflict which is well managed and resolved appropriately can lead to healing, creativity, improved communication and workplace harmony when goodwill is demonstrated between parties.



GRIEVANCES, DISPUTES & COMPLAINTS POLICY & OPERATING PROCEDURES

Principles Upon Which This Policy Is Based:

1. Every member of the College Community has the right to be treated with dignity and respect. No community member will be victimised, discriminated against, or singled-out as a result of registering a grievance/dispute/complaint.
2. Every member of the College community will be made aware of grievance/dispute/ complaints protocols and will have access to this policy.
3. Grievances/disputes/complaints are best dealt with by open dialogue, and with goodwill, between the individuals concerned, and, where possible, in private and without escalation of the matter to a third party.
4. Grievances/disputes/complaints will be dealt with according to the principles of natural justice and procedural fairness. Bias, prejudice, the influence of personal and familial relationships, and/or pressure to conceal information in order to protect one or more of the parties involved in a grievance/dispute, are not acceptable.
5. The process for managing grievances and disputes should be entered into by all parties with a view to resolving the matters at hand in a timely and effective manner.
6. Staff members involved in a grievance or dispute with another staff member must follow the processes outlined in this policy. Confidentiality must be maintained throughout the grievance/dispute/complaint resolution process and staff members must not discuss the matters in dispute with a third party other than those who are stipulated in this policy (with the exception of seeking external professional advice where necessary).
7. It is the Principal's delegated and general responsibility to ensure a healthy, positive College environment that is free from harassment, discrimination and unprofessional or unwarranted behaviour. It follows that all College community members have a responsibility to act respectfully, responsibly and in accordance with the principles and processes outlined in this and other relevant policies and codes of conduct.
8. It is the responsibility of the Principal (or delegate) to act where he/she is made aware that there is unacceptable behaviour or breaches of College policies by College community members.
9. Generally speaking, the College staff will not act upon anonymous complaints or grievances.
10. If a complaint is made against a person (or persons) either verbally or in writing, the Principal (or delegated member of staff as outlined in this document) will inform the person (or persons) of the nature of the complaint and they will be given an opportunity to respond. In some circumstances, where the complaint is deemed to be of a less serious or minor nature, the Principal (or delegated member of staff as outlined in this document) may use his/her professional judgement and decide to simply note the complaint and monitor the situation should further action be required.
11. False and/or vexatious grievances or complaints made by staff, students and/or parents may lead to disciplinary action being taken.
12. All formal grievances, disputes and/or complaints should be lodged in writing to the Principal (or delegated member of staff as outlined in this document).
13. A person having made a formal complaint, or having lodged a formal grievance or dispute in writing, may withdraw it at any time. Such a withdrawal should also be in writing.
14. Where grievances, disputes and/or complaints concern breaches (or potential breaches) of the law, they will be dealt with in accordance with the relevant legislation.



GRIEVANCES, DISPUTES & COMPLAINTS POLICY & OPERATING PROCEDURES

15. All College community members have the opportunity to be accompanied by a suitable “support person” in any meeting convened according to the principles of this policy to discuss or resolve a grievance, dispute and/or complaint. A support person present in a meeting to resolve a dispute/ grievance/ complaint is there to provide personal support and cannot enter into discussions in such a meeting. They must not “advocate” for the complainant.
16. Where a translator is involved, it is important to establish that all parties involved in any meeting convened to discuss or resolve a grievance, dispute and/or complaint have a clear understanding of the issues involved, any decisions made, and/or any outcomes achieved.
17. The Principal (or delegate) may decide to appoint an arbiter/ mediator in the resolution of a grievance/dispute/complaint at any stage of the resolution process.
18. If a formal, written grievance/dispute/complaint is lodged about a serious matter and is not satisfactorily resolved in collaboration with, and after discussion with, the Principal (or delegated member of staff as outlined in this document), or through a mediation/arbitration process established by the Principal (or delegated member of staff as outlined in this document) the complainant may then (and only then) lodge his/her complaint in writing to the Chair of the College Board. College community members should not approach the Chair (or other College Board members) to discuss a grievance/dispute/complaint without first following the procedures outlined in the Grievances, Disputes & Complaints Guidelines & Operating Procedures.
19. If a formal grievance/ dispute/complaint involves the behaviour of, or decisions made by the Principal (or delegate), the complainant may put the formal grievance/ dispute/complaint in writing to the Chair of the College Board (see Section 4).
20. If, having exhausted the processes outlined in this policy, the matter(s) remain unresolved to their satisfaction, the complainant has the right to seek redress through legal processes. Such action may entail financial cost for the complainant.
21. Every member of the College community has the right to be treated fairly and with dignity and respect. Therefore, expressions of aggression, rudeness and/or violence of any kind during the grievance/dispute/complaint resolution process will not be tolerated.
22. Any grievance, dispute /complaint which involves child protection matters which are reportable will be reported to the relevant agency/agencies according to the relevant Child Protection legislation. Confidentiality will be limited by the provisions of the relevant Child Protection legislation.
23. The resolution of grievances/disputes/complaints will be based on the College’s commitment to Restorative Justice, which seeks to bring restitution and restore relationships between aggrieved parties.
24. It is accepted that any student, parent or staff member may raise their dispute/grievance/complaint directly with the College Principal (or delegate) at any time during the dispute/grievance/complaint resolution process. It is however preferred that parents address their concerns with the most appropriate person in the first instance as outlined in this policy.
25. All grievances and disputes will be dealt with by the College in accordance with the relevant industrial instruments and mandated legislative requirements.
26. Where a decision is made regarding the suspension or expulsion of a student, a parent may seek to have the decision reviewed. Such a request will be in writing to the Principal (or delegate). In such a case, the review will take place according to the established procedures.



GRIEVANCES, DISPUTES & COMPLAINTS POLICY & OPERATING PROCEDURES

The Principle of Natural Justice:

Natural Justice is “the right to be dealt with fairly and without bias”. It is a basic right for all community members at Al Sadiq College when there is a grievance/ dispute or complaint being addressed.

The Principle of Procedural Fairness:

Procedural fairness ensures that decisions made regarding grievances/ disputes and/or complaints are made using a fair, consistent and established process; irrespective of the actual outcome of the decision-making process.

Key Responsibilities

The College Board

The College Board assumes the overall responsibility for the governance of the College and delegates the leadership and day to day management of the College’s staff and operations to the Principal (or delegate). The College Board is responsible for responding to any matters raised concerning the behaviour of the College Principal (or delegate) according to the processes outlined in this policy.

The Principal (Delegate)

The Principal assumes the delegated responsibility for “...the operation of the College including the engagement, dismissal, management and care of staff.” Governance Charter (2017, p4).

College Staff

The College’s staff are responsible for upholding high professional standards when dealing with students, parents, community members, College Board members and other members of staff. They are also responsible for ensuring that they understand and operate according to the principles outlined in this policy. All College staff have an obligation to report complaints of a child protection nature directly to the Principal (or delegate).

Students

Students are responsible for their behaviour towards staff, parents and community members. Their behaviour should reflect the standards and ethos of the College at all times. Students have the right to procedural fairness and natural justice in any matters where there is a dispute, grievance or complaint. However, with this right comes the responsibility to raise any matters of concern through the appropriate channels and with respect; participating properly, fully and honestly in any process put in place to resolve a dispute, grievance or complaint.

Parents

Parents have the right to raise any dispute, grievance or complaint according to the processes outlined in this policy. They have a responsibility to deal with the College’s staff respectfully and with a view to see the dispute, grievance or complaint resolved in a timely manner.

Muslim Alawite Community Members

Muslim Alawite Community members have a responsibility to support the staff and leadership of the College, and the mission and purposes of the College in general. The College has a responsibility to build strong and positive relationships with Muslim Alawite Community members; treating them respectfully in the process.

Yagoona Campus

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GRIEVANCES, DISPUTES & COMPLAINTS POLICY & OPERATING PROCEDURES

Grievance, Dispute & Complaint Guidelines & Operating Procedures

The College is committed to establishing and practising grievance, disputes and complaints procedures that reflect the values of the College (wisdom, faith, respect, compassion) and the integrity of each individual who interacts with, and within, the College community.

Central to this is the College's commitment to making mediation (using the principles of restorative justice) available for all parties during the grievance process.

The Al Sadiq College Grievance, Disputes & Complaints Operating Procedures contains four sections:

1. Parent, Carer or Guardian Grievance Procedure
2. Student Grievance Procedure
3. Staff Grievance Procedure
4. Grievance Procedure for Complaints about the Principal (or delegate)

1. Parent, Carer or Guardian Grievance/Dispute/Complaint Procedures

At Al Sadiq College we believe that a good working relationship between the home and school is an important part of ensuring that students are happy, secure and open to learning. We recognise that parents and teachers need to work closely together to provide the best educational opportunities for the children.

We encourage parents / guardians to discuss their child's progress with the relevant person (or persons), and to communicate "early and often" with the College if there are concerns or grievances. This will enable the College and parents to work together to resolve any issues as promptly and effectively as possible.

If a complaint is made about a Child Protection matter which involves a member of staff or another person (or persons) and alleged "reportable conduct" the matter will be dealt with according the principles and processes of the College's Child Protection policies and processes.

1.1. What To Do If You Have A Grievance/Dispute/Complaint:

- 1.1.1. It is important to establish who the correct person to address your concern to is. The list below, whilst not exhaustive, gives the general principles;

Yagoona Campus – Years K – 3

Issue(s)	Who to contact in the first instance
Classroom behaviour	Classroom Teacher
Suspected bullying or violence	Classroom Teacher
Curriculum matters	Classroom Teacher
Home learning	Classroom Teacher
Technology / Use of iPads	Head of Campus
Playground issues	Classroom Teacher
Friendship issues	Classroom Teacher
Assessment / tests / NAPLAN	Head of Campus
Arabic Lessons	Arabic Teacher
Religion Lessons	Religion Teacher

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GRIEVANCES, DISPUTES & COMPLAINTS POLICY & OPERATING PROCEDURES

Sport/PE issues	PDHPE Teacher
Child protection matter	Head of Campus, then Deputy Principal or Principal
An issue concerning suspension or expulsion from the College	Deputy Principal or Principal (or delegate)

- 1.1.2.** If the matter remains unresolved, please direct further enquiries to the Head of Campus. If having spoken with the Head of Campus, the matters remain unresolved, please contact the Deputy Principal then the Principal (or delegate) to discuss the matter.

Greenacre Campus – Years 4 – 6

Issue(s)	Who to contact in the first instance
Classroom behaviour	Classroom Teacher
Suspected bullying or violence	Classroom Teacher
Curriculum matters	Classroom Teacher
Home learning	Classroom Teacher
Technology / Use of BYOD devices	Head of Campus
Playground issues	Classroom Teacher
Friendship issues	Classroom Teacher
Assessment/ tests / NAPLAN	Head of Campus
Arabic Lessons	Arabic Teacher
Religion Lessons	Religion Teacher
Sport/PE issues	Classroom Teacher
Child protection matter	Head of Campus or Deputy Principal or Principal (or delegate)
An issue concerning suspension or expulsion from the College	Head of Campus or Deputy Principal or Principal (or delegate)

- 1.1.3.** If the matter remains unresolved, please direct further enquiries to the Head of Campus. If having spoken with the Head of Campus, the matters remain unresolved, please contact the Deputy Principal, then the Principal (or delegate) to discuss the matter.

Greenacre Campus – Years 7 – 12

Issue(s)	Who to contact in the first instance
Classroom behaviour	Classroom Teacher for that subject
Suspected bullying or violence	Head of House
Curriculum matters	Head of Faculty for that subject



GRIEVANCES, DISPUTES & COMPLAINTS POLICY & OPERATING PROCEDURES

Home learning	Classroom Teacher for that subject
Technology / Use of BYOD devices	Head of Faculty for that subject
Playground issues	Head of House
Friendship issues	Head of House
Assessment/ Tests / NAPLAN	Head of Faculty for that subject
Arabic Lessons	Arabic Teacher
Religion Lessons	Religion Teacher
Sport/PE issues	Head of Sport or Director of Elite Sports
Child protection matter	Head of Wellbeing, Deputy Principal or Principal (or delegate)
An issue concerning suspension or expulsion from the College	Deputy Principal or Principal (or delegate)

- 1.1.4. If the matter remains unresolved, for welfare related issues such as behaviour, friendships, students struggling with anxiety etc. please direct further enquiries to the Director of Wellbeing.
- 1.1.5. If the matter remains unresolved, for curriculum related issues such as examinations, assessment tasks, teaching standards, etc. please direct further enquiries to the Director of Academia.
- 1.1.6. If having spoken with either the Director of Wellbeing, Director of Learning & Teaching, or the Director of Academia the matters remain unresolved, please contact the Deputy Principal, then the Principal (or delegate) to discuss the matter further.
- 1.1.7. Try to identify the problem or issue(s) clearly before contacting the College. Avoid speaking with other College parents in the first instance as this is rarely helpful. If there is more than one issue of concern, list them to ensure that the extent of the problems is clear to the College.
- 1.1.8. Please do not call the College Reception (Yagoona/Greenacre) and voice your concerns to the person on Reception. In almost all situations, they do not have the ability to resolve your issues. It is best to call the Reception and ask to speak with the appropriate person. If you are unsure, the Receptionist can put you in touch with the person who can assist you.
- 1.1.9. It is important to stay calm when discussing your concerns, either by telephone or in person. Being calm will help you get your concerns across more clearly than if you are upset or angry. It may help to take someone with you as a support person. College staff have been instructed to immediately terminate any meeting or telephone call where a parents or community member expresses aggression, rudeness and/or violence of any kind. In such a case, the Deputy Principal or Principal (or delegate) may contact the parent(s) and sanctions may be applied, including limiting further communication and exclusion from the College grounds.
- 1.1.10. If you will need someone to translate for you, please signal this when you book an appointment to speak with the member of staff.
- 1.1.11. The College seeks to resolve conflict using a “restorative justice” approach. Therefore, if necessary, the Deputy Principal or Principal (or delegate) may suggest mediation to assist both the parent(s)/staff member(s) to successfully resolve issues/concerns for the benefit of the student. In such a case, the Deputy Principal or Principal (or delegate) will arrange the mediation process.

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GRIEVANCES, DISPUTES & COMPLAINTS POLICY & OPERATING PROCEDURES

- 1.1.12. If your grievance/dispute/complaint is about the Principal (or delegate), and the matter is unresolved after having discussed the matter with the Principal (or delegate), you may direct your grievance/dispute/complaint to the Chairman of the Al Sadiq College Board. This can be done by emailing the Chairman at the address shown (Section 4). Please note that contacting the Chairman must be for matters of a very serious nature, and only after having given the Principal (or delegate) the opportunity to address your concerns. The Chairman of the Al Sadiq College Board will then make contact with you to discuss the matters of concern.
- 1.1.13. The College will treat all complaints seriously. Therefore, parents should contact the College to make an appointment to speak with the relevant person. This enables the College staff to research the issue(s) raised and to be able to discuss the matters with you at a planned meeting. Parents should not come to the College without an appointment expecting to see a member of staff.
- 1.1.14. If a student is suspended or expelled from the College, the parents have a “right of review”. In such a case, the request for a review would be made by the parents in writing to the College Principal (or delegate), who will respond in writing to the request. The Principal (or delegate) will convene a Review Panel to formally review the decision. For parents of Primary age students (i.e. Years K-6) the Review Panel will be comprised of the Principal (or delegate), Deputy Principal, Head of Campus and another nominated member of staff. For parents of Secondary age students (i.e. Years 7 -12) the Review Panel will be comprised of the Principal (or delegate), Deputy Principal and Head of Student Wellbeing/ Director of Academia.

1.2. If You Contact the College about a Grievance/ Dispute/ Complaint:

- 1.2. 1. If you make a complaint about a member of staff, it will be usual for them to be informed of the nature and content of the complaint. They will be given the opportunity to respond to your complaint.
- 1.2. 2. Your complaint will be dealt with in a confidential manner and discussions will be limited only to those persons who need to be involved to resolve your complaint. All grievance/disputes/complaints will be dealt with according to the national Privacy Legislation principles. An exception to the principle of confidentiality is where a complaint is made about “reportable conduct” involving a member of staff or another person or persons. In such a case, the processes of the Child Protection Policy and mandatory reporting will apply.
- 1.2. 3. Complaints may be made verbally or in writing by email. Your complaint should be addressed to the appropriate person. If you are not sure who to direct your complaint to, please contact the College Reception on 02 8199 9600 (Greenacre Campus) or 02 9796 4240 (Yagoona Campus). You should not discuss the details of the complaint with the Receptionist. Rather, please ask them who you can direct your complaint to so it can be addressed.
- 1.2. 4. All complaints, the actions taken to resolve them, and the outcomes of these actions will be documented.
- 1.2. 5. A person who has made a complaint may withdraw their complaint at any time. This withdrawal may be either verbal or in writing.
- 1.2. 6. No person will be victimised or intimidated as a result of making a formal grievance / dispute / complaint.
- 1.2. 7. If a meeting is called to discuss or mediate a formal grievance/ dispute/ complaint, the person making the complaint may choose to have a support person present.
- 1.2. 8. The Principal (or delegate) may recommend a mediation process at any stage during the process of seeking to resolve a formal grievance/dispute/complaint.



GRIEVANCES, DISPUTES & COMPLAINTS POLICY & OPERATING PROCEDURES

- 1.2. 9.** The College's staff will at all times seek to resolve all formal grievances/ disputes/ complaints in a thorough and timely manner.
- 1.2. 10.** If a formal grievance/dispute/complaint is found to be false or vexatious the College may seek further action.

2. Student Grievance/Dispute/Complaint Procedures

At Al Sadiq College we believe that every student has the right to a safe environment where their learning can take place. We believe it is important for staff, students and parents to work together in the best interests of each student so that together we can provide the best possible learning opportunities. If a student has a grievance, dispute or complaint they are encouraged to speak with the person who is best placed to assist them with their problem.

2.1. What To Do If You Have a Grievance/Dispute/Complaint:

- 2.2.1.** It is important for students to establish who the correct person to address their concern(s) is. The list below, whilst not exhaustive, gives the general principles;

Yagoona Campus – Years K – 3

Issue(s)	Who to contact in the first instance
An issue which has occurred in the classroom	Classroom Teacher
Concerns about bullying and/or violence (this can be in the playground or cyber-bullying)	Classroom Teacher
A concern about what is being studied or a part of the curriculum	Classroom Teacher
A concern about home learning	Classroom Teacher
A concern about technology or the use of iPads	Head of Campus
An issue which has occurred in the playground	Classroom Teacher
A concern about friendships	Classroom Teacher
A concern about an assessment/ test / NAPLAN	Head of Campus
An issue which has occurred in the an Arabic lesson	Arabic Teacher
An issue which has occurred in a Religion lesson	Religion Teacher
An issue about Sport/PE	PDHPE Teacher
General feelings of anxiety about school	Classroom Teacher or Head of Campus
Child protection matter	Classroom Teacher, Head of Campus or Deputy Principal
An issue concerning suspension or expulsion from the College	Head of Campus or Deputy Principal or Principal (or delegate)



GRIEVANCES, DISPUTES & COMPLAINTS POLICY & OPERATING PROCEDURES

- 2.2.2.** If the matter remains unresolved, the student should make an appointment to speak to the Head of Campus. If having spoken with the Head of Campus, the matters remain unresolved, the student should ask their parent (or classroom teacher if appropriate) to contact the Deputy Principal and then the Principal (or delegate) to discuss the matter.

Greenacre Campus – Years 4 – 6

Issue(s)	Who to contact in the first instance
An issue which has occurred in the classroom	Classroom Teacher
Concerns about bullying and/or violence (this can be in the playground or cyber-bullying)	Classroom Teacher
A concern about what is being studied or a part of the curriculum	Classroom Teacher
A concern about technology or the use of iPads	Head of Campus
An issue which has occurred in the playground	Classroom Teacher or the teacher on Playground Duty
A concern about friendships	Classroom Teacher
A concern about an assessment/ test / NAPLAN	Head of Campus
An issue which has occurred in an Arabic lesson	Arabic Teacher
An issue which has occurred in a Religion lesson	Religion Teacher
An issue about Sport/PE	PDHPE Teacher
General feelings of anxiety about school	Classroom Teacher or Head of Campus
Child protection matter	Classroom Teacher, Head of Campus, Deputy Principal, Principal or any member of staff
An issue concerning suspension or expulsion from the College	Head of Campus or Deputy Principal or Principal (or delegate)

Greenacre Campus – Years 7 – 12

Issue(s)	Who to contact in the first instance
An issue which has occurred in the classroom	Classroom Teacher for that subject
Concerns about bullying and/or violence (this can be in the playground or cyber-bullying)	Head of House or Director of Wellbeing
A concern about what is being studied or a part of the curriculum	Head of Faculty for that subject
A concern about technology or the use of iPads	Head of Faculty for that subject
An issue which has occurred in the playground	Head of House or Director of Wellbeing
A concern about friendships	Head of House or Director of Wellbeing

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GRIEVANCES, DISPUTES & COMPLAINTS POLICY & OPERATING PROCEDURES

A concern about an assessment/ test / NAPLAN	Head of Faculty for that subject or Director of Academia
An issue which has occurred in an Arabic lesson	Arabic Teacher
An issue which has occurred in a Religion lesson	Religion Teacher
An issue about Sport/PE	Head of Sport or Director of Elite Sports
General feelings of anxiety about school	Head of House or Director of Wellbeing
Child protection matter	Classroom Teacher, Head of House, Director of Wellbeing, Deputy Principal, Principal (or delegate) or any member of staff
An issue concerning suspension or expulsion from the College	Deputy Principal or Principal (or delegate)

- 2.2.3.** If the matter remains unresolved, for welfare related issues such as behaviour, friendships, students struggling with anxiety etc. please direct further enquiries to the Director of Wellbeing.
- 2.2.4.** If the matter remains unresolved, for curriculum related issues such as examinations, assessment tasks, teaching standards, etc. please direct further enquiries to the Director of Academia. Where there is an appeal regarding an assessment task, the Director of Academia will liaise with the student and the Head of faculty concerned and will be the final arbiter.
- 2.2.5.** If having spoken with either the Director of Wellbeing or the Director of Academia, the matters remain unresolved, please contact the Deputy Principal, then the Principal (or delegate) to discuss the matter further.
- 2.2.6.** Try to identify the problem or issue(s) clearly before you speak with the person who can help you. If there is more than one issue of concern, list them to ensure that the extent of the problems is clear to the College.
- 2.2.7.** If you feel you can, it is best to approach the person you may be having a problem with to talk with them. You may need to tell them (in a non-confrontational way) that their behaviour is upsetting you, and you are asking them to stop.
- 2.2.8.** It is important to stay calm when discussing your concerns with either a teacher or with another student. Being calm will help you get your concerns across more clearly than if you are upset or angry. It usually helps to voice your concerns. If you need to speak with a teacher it may help to take someone with you as a support person.
- 2.2.9.** It may be helpful to speak with your parent(s) about your concerns. Be sure to be truthful and to not exaggerate when relaying what the issues are and what is upsetting you.
- 2.2.10.** If the student is unsure how to have their grievance/dispute/complaint addressed, they should speak with the Classroom Teacher (Primary) or the Head of Faculty (Secondary) in the first instance.
- 2.2.11.** If a student is suspended or expelled from the College they have a "right of review". In such a case, the request for a review would be made by the student's parents in writing to the College Principal (or delegate), who will respond in writing to the request.



GRIEVANCES, DISPUTES & COMPLAINTS POLICY & OPERATING PROCEDURES

2.2. How the College deals with a Grievance/ Dispute/ Complaint made by a student

- 2.2.1.** If you make a complaint about a staff member or another student, it will be usual for them to be informed of the nature and content of the complaint, although your name may be withheld if that is necessary. The staff member or other student will be given the opportunity to respond to your complaint.
- 2.2.2.** Your complaint will be dealt with in a confidential manner and discussions involving your complaint will be limited only to those people who need to be involved to resolve your complaint. An exception to the principle of confidentiality is where a complaint is made by a student about "reportable conduct" involving a member of staff or another person or persons. In such a case, the processes of the Child Protection policy and mandatory reporting will apply.
- 2.2.3.** It is important for you to not discuss your complaint with other students as this rarely helps to resolve issues.
- 2.2.4.** Complaints may be made verbally or in writing by email or paper. Your complaint should be addressed to the appropriate person. If you are not sure who to direct your complaint to, please speak with your classroom teacher (Primary or Secondary) or your Head of House or Head of Faculty (Secondary).
- 2.2.5.** All complaints, the actions taken to resolve them, and the outcomes of these actions will be documented.
- 2.2.6.** If you make a complaint, it can be withdrawn at any time. This withdrawal may be either verbal or in writing.
- 2.2.7.** You will not be victimised or intimidated as a result of making a formal grievance/ dispute/ complaint.
- 2.2.8.** If a meeting is called to discuss or mediate a formal grievance/ dispute/ complaint, you may choose to have a support person present.
- 2.2.9.** The staff member handling the complaint may recommend you be involved in mediation at any stage during the process of seeking to resolve a formal grievance/ dispute/ complaint. Such a mediation meeting will usually be in the form of a
- 2.2.10.** The College's staff will seek to resolve all formal grievances/ disputes/ complaints in a thorough and timely manner.
- 2.2.11.** If you make a formal grievance/dispute/complaint which is later found to be false or vexatious the College may take action. This action may include, (depending upon the nature and severity of the complaint), suspension or termination of enrolment.
- 2.2.12.** If a formal review of a student's suspension or expulsion is requested by parents, the suspension/expulsion will be in force whilst the review process is taking place. The Principal (or delegate) will inform parents in writing of the outcome of the review process.

3. Grievance/Dispute or Complaint Procedures

At Al Sadiq College we believe that staff have the right to work in a safe and supportive environment which encourages healthy work practices and is free of discrimination and harassment. Therefore, all staff have an obligation to behave in ways that support a positive College environment. This behaviour will necessarily involve a willingness to participate in processes aimed at reducing and resolving grievances, disputes and complaints. At its heart, a positive College environment where grievances/disputes and complaints are dealt with compassionately, effectively and efficiently will provide the best conditions for staff and students to learn, work, grow and thrive.

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GRIEVANCES, DISPUTES & COMPLAINTS POLICY & OPERATING PROCEDURES

The College recognises that there are myriad circumstances where grievances, disputes and complaints involving staff can arise in the workplace. Therefore, in seeking resolution to grievances, disputes and complaints both informal and formal approaches will be pursued according to the needs of the individuals involved and the unique circumstances of the situation.

- 3.1.** It is important for staff who have a grievance/dispute/complaint to speak with the person who is able to most effectively assist them to resolve the issue(s). Sharing a grievance/dispute/complaint more broadly with other members of staff is rarely helpful.
- 3.2.** There is a preference to resolve grievances, disputes and complaints at “the lowest level”, meaning that resolution processes will begin with informal processes which, if not effective in resolving the issues at hand, will lead to formal processes.
- 3.3.** If the matter involves a conflict with another member of staff, it is best to approach the person to talk with them in a non-confrontational way in the first instance. If the matters are not resolved satisfactorily the grievance/dispute/complaint can then be “escalated”.
- 3.4.** The College seeks to resolve conflict using a “restorative justice” approach. Therefore, if necessary, the Deputy Principal or Principal (or delegate) may suggest mediation to assist both the parent(s)/staff member(s) to successfully resolve issues/concerns. In such a case, the Deputy Principal or Principal (or delegate) will arrange the mediation process.
- 3.5.** If informal processes have not been effective in resolving a dispute/grievance/complaint you can raise grievance/ dispute/ complaint either verbally or in writing. The following table, whilst not exhaustive, outlines who you should direct your dispute/ grievance/ complaint to;

Issue(s)	Who to contact in the first instance
An issue which has occurred in the classroom	Classroom Teacher (Primary and Secondary)
Concerns about a student that you believe are not being addressed adequately	Head of Campus (Primary), Head of House or Director of Wellbeing
Concerns about the curriculum	Head of Campus (Primary), Head of Faculty for that subject or Director of Academia (Secondary)
An issue concerning another member of staff	The member of staff, Head of Campus (Primary) then the Head of Faculty (Secondary)
An issue concerning your contract, salary or working conditions	Human Resources Manager then Principal (or delegate)
You believe you are being harassed or victimised	Head of Campus (Primary), Head of Faculty, Deputy Principal or Principal (or delegate for teaching staff) Business Director or Deputy Principal or Principal (or delegate for Support staff)
Child protection matter	Head of Campus, Deputy Principal, The Principal (or delegate)
Teacher Accreditation matter (see 3.9)	Director of Academia.

- 3.6.** The College will determine the most appropriate way to deal with your dispute/ grievance/ complaint. This may include (but is not limited to):



GRIEVANCES, DISPUTES & COMPLAINTS POLICY & OPERATING PROCEDURES

- a. Requesting further information from you.
- b. Requesting information from colleagues or third parties.
- c. Meeting with you or other involved with (either directly or indirectly) the dispute/ grievance/ complaint.
- d. Arranging for the most appropriate person to attempt to resolve the dispute/ grievance/ complaint.
- e. Reviewing the circumstances surrounding the dispute/ grievance/ complaint.
- f. Facilitating a meeting between you and the person(s) involved in the dispute/ grievance/ complaint.

3.7. Upon receipt of a dispute/ grievance/ complaint the College will generally take one or more of the following steps. The response in any individual situation will be at the discretion of the person delegated to handle the dispute/ grievance/ complaint.

- a. Determine the best method of handling the dispute/ grievance/ complaint.
- b. Advise you of the likely steps to be undertaken by the College in relation to the dispute/ grievance/ complaint.
- c. Where appropriate, advise the other party or parties involved in the dispute/ grievance/ complaint about the nature of the dispute/ grievance/ complaint and seek their response.
- d. Collect any additional information the College considers necessary to effectively review and resolve the dispute. Seek to find information about the background to the dispute/ grievance/ complaint.
- e. Advise you and the other party or parties of the College's response to the dispute/ grievance/ complaint and any proposed action to be taken.

3.8. If the College has a grievance with a member of staff the principles and processes outlined in this policy will apply. However, in addition the following will apply;

- a. If there are issues surrounding work performance the College will indicate what the performance related issues are, how they can be addressed, who will be involved in monitoring your performance, what outcomes are expected, and the timeframes for the performance related issues to be addressed.
- b. If work performance issues arise that could impact your on-going employment, this will be signalled to you and you will be asked to attend an "employment related meeting".
- c. You may choose to bring a support person with you to such an employment related meeting. The outcomes and on-going expectations of any employment related meeting will be communicated to you in writing.
- d. The College may choose to exercise its rights under the Fair Work Act (2009) and related Enterprise Agreements in place at the time.

3.9. If the teacher has a grievance regarding the teacher accreditation process or a decision about accreditation status, the matter will be dealt with according to the principles and processes outlined in the Teacher Accreditation Authority Policy. The teacher may request an internal review of a decision made to refuse accreditation. Such a review will;

- a. be conducted according to the principles of this policy.
- b. involve a review of the administrative processes which led to the decision.



GRIEVANCES, DISPUTES & COMPLAINTS POLICY & OPERATING PROCEDURES

- c. involve a review of the documentation and reports submitted to support the teacher's application.

If an internal review is requested, a review panel will be convened. The review panel will consist of the Director of Academia, Director of Staff and Student Enhancement, the relevant Head of Faculty, and the Primary School Head of Campus. The internal review panel will deliberate and present their report, upon completion, to the Deputy Principal or Principal (or delegate).

If the teacher is dissatisfied with the outcome of the internal review to refuse accreditation, they may exercise their right to request an external review by the NSW Civil & Administrative Tribunal (NCAT).

4. Grievance/Dispute or Complaint involving the Principal (or delegate)

- 4.1. If your grievance/dispute/complaint is about the Principal (or delegate), and the matter is unresolved having discussed the matter with the Principal (or delegate), you may direct your grievance/ dispute/ complaint to the Chairman of the Al Sadiq College Board. This can be done by contacting the Chairman. Please note that contacting the Chairman must be for matters of a very serious nature, and only after having given the Principal (or delegate) the opportunity to address your concerns. The Chairman of the Al Sadiq College Board will then make contact with you to discuss the matter of concern.
- 4.2. If your grievance/dispute/complaint is about the Principal (or delegate), and the matter is of such a serious nature that it is not appropriate to meet with the Principal (or delegate) in the first instance, you may direct your grievance/dispute/complaint to the Chairman of the Al Sadiq College Board. This can be done by emailing the Chairman at the address shown below. The Chairman of the Al Sadiq College Board will then make contact with you to discuss the matters of concern.

DEFINITIONS:

Grievance:

A complaint about a matter believed to be wrong or unfair.

Dispute:

A disagreement between two or more people or parties.

Complaint:

A statement made by a person or persons expressing that they believe a situation or decision is unsatisfactory or unfair.

Vexatious:

An action or accusation brought against a person or persons to cause annoyance or harm.

Complainant:

A person making a complaint.

Restorative Justice:

A formal process for resolving disputes which focusses on restoring relationships through reconciliation.

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