



AL-HIDAYAH ISLAMIC SCHOOL

Student Complaints Policy

Policy No: STA 040

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Responsible Person: Principal

Scheduled Review Date: December 2020

Signed, Chair:

Umar Abdullah

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Introduction

At Hidayah Islamic School we are committed to creating a nurturing learning environment where children are respected, their voices are heard, where they are safe and feel safe and are happy and engaged.

This policy provides a framework for a fair and equitable process which enables student concerns to be addressed as quickly as possible, and in a manner which ensures mutual respect and procedural fairness for and by all students, staff and others who may be involved.

A clear and effective complaints policy and procedures is essential for the early and expeditious resolution of concerns and complaints. The following principles underpin a successful policy for handling complaints:

- Al-Hidayah Islamic School encourages an openness to hearing the concerns of students.
- The school values feedback from students and that complaints are received in a positive manner.
- Complaints are dealt with speedily and sensitively and those concerned are advised about its progress.
- Training in communication skills and the handling of complaints is provided to staff.
- Records are maintained and securely filed.
- All legislative obligations are met (e.g. mandatory reporting).
- The emphasis should be on early intervention, effective management and resolution.

The Director General of the Department of Education is responsible for ensuring that the school observes the registration standards, including the standard about its complaints handling system. Any student, parent or community member is entitled to contact the Director General with concerns about how the school has dealt with a complaint. Information is available on the Department of Education website¹⁶. While the Director General may consider whether the school has breached the registration standards, she does not have power to intervene in a complaint or override the school's decision.

Appendix 1 offers Tips for making a Complaint.

Appendix 2 illustrates the process for how students can deal with their concerns.

- a. Pre-Primary Students
- b. Year 1 to 4 Students
- c. Year 5 and 6 Students

Appendix 3: Student leaflet

Relevant documents are displayed in every classroom and on noticeboards.

TOP TIPS FOR MAKING A COMPLAINT

1. GET SUPPORT

- Don't be shy to ask a teacher, friend or family member to share your problems with. We are all here to help!
- You can make a complaint face to face, via a letter, over the phone/email, or you can even get a parent to come in and talk to us on your behalf!



2. PLAN WHAT TO SAY

- It's always best to be prepared before making the complaint, just so that you feel comfortable and you convey everything you need to.
- Write down all of your thoughts and feelings on a piece of paper, and you are welcome to bring it along with you as you speak to someone about the problem!



3. STAY CALM AND ASK LOTS OF QUESTIONS

- Even if you feel upset, try your best to stay calm, positive and polite. This can help you recall all parts of the problem that you need to discuss.
- Don't be afraid to ask as many questions as you like!
- It's ok not to be completely happy with the result of your complaint. Take the next step and let someone know.
- Keep a track of everything you have discussed, for use in the future if need be.

Appendix 2

a. Pre Primary Students



If you are sad
or upset,

take a deep
breath and use
your words.

A teacher
and/or an EA
will help you.

Pre-Primary: Al-Hidayah Islamic School

b. Year 1-4 students



ARE YOU FEELING UPSET?

You can come and talk to us! This is your right.

1. Don't be afraid to ask a teacher/ EA, or even the principal for help! You can even bring a buddy along if you like! 😊 😊 😊

2. You can talk face to face, write a letter, or even draw a picture of your problem!



FACE TO FACE



WRITE A LETTER



DRAW A PICTURE

3. Insha'Allah your problem can be solved!

REMEMBER TO STAY CALM AND REMAIN POSITIVE!

Lower Primary (Yr 1-4) • Al-Hidayah Islamic School

STUDENT COMPLAINTS:

YOU ARE WELCOME TO COME AND TALK TO US! 😊

How can you express your views - as a complaint, feedback, a suggestion or improvement?



1. What seems to be bothering you?
2. You can share your concerns with a teacher or an EA who you feel comfortable with. This can be face to face, in writing, or your parents can email/call the school on your behalf.
3. Insha'Allah your problem can be solved!
4. If the issue still remains, you are welcome to discuss it with the principal. You can bring a friend with you if you wish!

Remember to stay calm and ask questions. Plan what you want to say so that you feel at ease!

Upper Primary (Yr 5-6): Al-Hidayah Islamic School

Any Problems, Complaints, or Suggestions?

If so, the school would like to hear

How do I make a complaint?

- By talking about it – or by writing it down if you find that easier
- You can do it by yourself, or as part of a group, or through your parents.

To Whom?

- To anyone on staff, to anyone associated with the school that you feel comfortable with.

Does it matter what the issue is?

- No, it can be a big problem or a small one. Talking things over can often help to find solutions.

What will happen next?

- If possible, the staff member will deal with it in person. If not, he or she will go on your behalf to someone who can help.

Do others have to know?

- The teacher or the person you talk to will not talk to anyone else about your issue unless they **have to**, for your safety and wellbeing.

***Even if you find the issue hurtful or embarrassing,
we encourage you to talk to us as we want to
make sure you feel safe and happy at our school!***