



EAST PRESTON ISLAMIC COLLEGE

STUDENT GRIEVANCES POLICY

July 2023

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Last Review: July 2023	Constructed / Reviewed by: East Preston Islamic College on advice from Russell Kennedy Lawyers
Next Review: July 2025 (and every two years thereafter in accordance with the College's review cycle, or more frequently as required)	Approval Required: Leadership Team
	Approval Date: April 2023

1 Overview

- 1.1 East Preston Islamic College (the **College**) is committed to ensuring a safe and healthy environment characterised by tolerance and support, mutual respect and open communication, and which also respects differing learning styles and celebrates student achievements.
- 1.2 Part of this commitment involves ensuring students have access to processes that allow for grievances to be managed appropriately, promptly, fairly and with sensitivity. In doing so, we seek to ensure that our students feel empowered, supported and heard throughout their educational journey at the College, especially when raising grievances with us.
- 1.3 The College takes all complaints and concerns received from students seriously. Consistent with this commitment, this policy outlines the College's approach to addressing student grievances.

2 Scope

- 2.1 This policy applies to all students of the College.
- 2.2 This policy should be read as a student-focussed summary of the College's *Community Grievances Policy* (available on the website, [here](#)). To the extent that this policy and the College's *Community Grievance Policy* are inconsistent or conflict, the *Community Grievance Policy* shall prevail.

3 Framework

- 3.1 In practice and before escalating the grievance in accordance with the *Community Grievances Policy*, students should raise any grievances with a classroom teacher or any member of staff they feel comfortable speaking with, including:
 - (a) Your Homeroom Teacher.
 - (b) the College Counsellor or the Wellbeing Team.
 - (c) If you are in the College's Early Learning Centre, the Head of ELC.
 - (d) If you are the primary school, the Year 1-2 Wellbeing Coordinator, the Year 3-5 Wellbeing Coordinator or the Year 5-6 Wellbeing Coordinator,
 - (e) If you are in the secondary school, the Year 7-8 Level Coordinator, the Year 9-10 Year Level Coordinator or the VCE Year Level Coordinator.
 - (f) If your concern is about student safety and wellbeing, and you are not comfortable speaking with the staff referred to above, you can speak to the Imam, Heads of Schools, Vice Principal or Principal.

(g) If your concern is about curriculum matters or staffing matters, the Head of Curriculum or Assistant Head.

(h) If your concern is about a member of the Leadership Team, the Principal.

3.2 The College's focus will be on understanding the nature of the problem raised, the people involved, and the options available to resolve the grievance.

3.3 Where a student's concerns cannot be resolved in accordance with this policy, students can escalate their grievances in accordance with the framework outlined in the College's *Community Grievances Policy*.

4 Guiding Principles

4.1 The guiding principles in the *Community Grievances Policy* apply to students who raise a grievance with the College in accordance with this policy. In this regard, students can expect to:

(a) Be treated with courtesy and respect.

(b) Talk about their grievance in confidence with a member of staff, and be reminded that speaking up in good faith is the right thing to do (as this is not dobbing).

(c) Have the grievance taken seriously, considered impartially by an unbiased decision maker and dealt with on the merits in accordance with the principles of procedural fairness.

(d) Have access to appropriate and easily understandable information regarding the grievance resolution process being followed by the College (including this policy).

(e) Be supported, including by the College's Counsellor, Imam, Wellbeing Team, Head of Schools or the Imam.

(f) Be kept informed of the progress and outcome of the grievance.

(g) Receive an outcome that is based on the information available to the College.

(h) Not be victimised, or subjected to reprisal, for raising grievances in good faith.

4.2 In turn, the College expects that students, when raising a grievance, will:

(a) Treat others (including College staff, other students and parents, both former and present) with respect and courtesy;

(b) Raise grievances in accordance with this policy, and as soon as possible after the event giving rise to the grievance has occurred.

(c) Be open and honest when raising a grievance.

(d) Ask for help or further information about the grievance if needed.

(e) Advise an appropriate member of staff if they have any further concerns about the grievance, or feel that they are being treated differently for raising a grievance.

(f) Be understanding and accepting of any outcome reached, being mindful that the College must sometimes manage the interests of a number of students and other

individuals when making decisions, and may be privy to confidential information not known to the person raising the grievance.

- 4.3 Please note that the processes outlined in this policy are intended to be practical, non-adversarial, and non-legal. Steps will be implemented flexibly at the College's discretion, depending on the circumstances of each situation.

5 Confidentiality

- 5.1 Appropriate confidentiality will be maintained by the College at all times when dealing with a grievance, with information only being provided to those who have a right or need to know.
- 5.2 Parties to a grievance raised in accordance with this policy are also expected to observe confidentiality, unless advised otherwise by the College. Should details of a grievance become widely known, it may be less likely that the matter will be resolved to the satisfaction of parties involved.

6 Record keeping

- 6.1 The College will maintain an accurate record of grievances raised in accordance with this policy and any outcomes, including:
- (a) the grievances raised;
 - (b) the process followed by the College in response;
 - (c) the findings; and
 - (d) the outcomes, and any learnings and reflections.
- 6.2 The College will also keep a separate record of grievances that are found to be vexatious or based on misinformation.