

Rissalah College

**Complaints and
Grievances Resolution
Policy**

Rissalah College Complaints and Grievances Resolution Policy

The school takes all complaints and grievances very seriously. The policy for dealing with complaints is as follows:

1. Complaints from parents regarding educational issues

Parents who have issues with what their child is learning in class can approach their child's class teacher first to try and resolve the issue. If the issue cannot be resolved, it is referred to the Deputy Principal.

In general, complaints regarding educational issues are dealt with by the Deputy Principal. The Deputy Principal discusses the complaint with the parent, investigates the issue with teachers concerned, and then develops an action plan to resolve it. This action plan is agreed to by the parent(s) and the teacher(s) concerned.

If parents are not satisfied with the outcome, they have the right to pursue the matter directly with the Principal. Upon referral to the Principal, the matter is then evaluated and a decision is made.

2. Complaints regarding student behaviour

Complaints regarding student behaviour are dealt with by the Deputy Principal. Student behaviour is addressed according to the school's Discipline Policy (refer to the school's Discipline Policy).

3. Bullying at School

Complaints regarding bullying behaviour are taken very seriously and dealt with on a case-by-case basis immediately by the Deputy Principal. Refer also to the Bullying Policy which is part of the school's Occupational Health and Safety Policy.

4. General complaints from the community about the school

These complaints are dealt with on a case-by-case basis, depending on the nature of the complaint. Letters of complaint are responded to immediately, either by letter, phone or face-to-face interviews with the parties concerned. All complaints are thoroughly investigated and resolved. Any serious matters that cannot be resolved in the above manner are referred to and dealt with by the Principal. The Principal may raise the matter with the School Board if further guidance is desired.

5. Recording complaints

A written record is kept of all complaints in the form of either diary notes or copies of correspondence. This record is filed and kept for at least 3 years.