



## **LANGFORD ISLAMIC COLLEGE**

### **COMPLAINTS AND DISPUTES RESOLUTION POLICY**

#### **PURPOSE:**

Langford Islamic College (LIC) is committed to providing a safe and supportive environment for all members of the school community.

This policy is intended to ensure that all disclosures, complaints or grievances are handled appropriately by the school and in accordance with relevant legislation (please refer to Annexe A for definitions and relevant legislation).

Confidentiality will be maintained and respected by all parties to the extent consistent with legislative requirements. However, principles of natural justice will be followed, in terms of procedural fairness or the opportunity for an accused person to be heard and to ensure a fair decision is reached by an objective and impartial decision maker. Maintaining procedural fairness protects individuals' rights and will develop confidence in the complaint or dispute resolution process.

#### **SCOPE:**

This policy applies to all parents, students, staff, volunteers and community members of LIC.

#### **POLICY:**

- In all matters of dispute, the well-being of students is the first priority of LIC.
- Processes regarding complaints will be kept as straightforward as possible, and made publicly available on the LIC website [www.islamiccollege.com.au](http://www.islamiccollege.com.au).
- This policy will be provided to students, parents or guardians at the time of enrolment.
- This policy will be provided to all staff members at the time of new staff induction.
- This policy will be kept updated and reminders of changes provided to all parents and staff via the school newsletter.
- All complaint processes will be conducted in a transparent and accountable manner (please refer to the LIC Complaints and Disputes Resolution Procedures document).
- All complaints and disputes, and the outcomes of attempted resolution, will be recorded in the Register of Complaints held by the Principal.
- Complaints and disputes will be monitored and their management or resolution evaluated to reduce the occurrence of systemic or recurring problems.

- Resolution of complaints will prioritise balancing the principles of justice with compassion, and will be guided by the principles of participation and fairness.
- Information about an allegation, complaint or disclosure will only be disclosed to a third party as required by law or on a reasonable 'need to know' basis in finalising a formal report or for the purpose of carrying out a recommendation made regarding a disclosure.
- Vexatious, trivial or previously finalised issues will not be not pursued.
- Anonymous complaints will be considered if the matter relates to illegal or improper conduct, for example criminal, corrupt or fraudulent activity, by any staff, contractor or employee of the school. Anonymous complaints will, however, be recorded in the Register of Complaints.
- No action will be taken against individuals who make a disclosure allegation in good faith, that is later shown to be unfounded,
- In the first instance, before making a formal complaint, the aggrieved person will be encouraged to resolve the issue directly by raising the complaint with the person involved.
- Respect, appropriate confidentiality and sensitivity must be applied to all complaints and disputes.
- If attempts to resolve the complaint face-to-face are not successful then the complaint should be brought to the attention of the Principal (please refer to the LIC Complaints and Dispute Resolution Procedures document).
- In the first instance the Principal takes responsibility in attempting to resolve a complaint or dispute with the parties directly involved.
- Any issue that is not resolved by the Principal will be referred to the Chair of the LIC Board.
- Any complaint or dispute that involves the Principal, or significant matter involving senior management staff, will be referred to the Chairman of the LIC Board.
- If a resolution is not achieved, the College will source an external independent arbiter as a last resort in the final stage of the complaints and disputes process.
- Resolution to a dispute or complaint must exhaust all reasonable attempts at conciliation prior to an imposed arbitrated result occurring.
- Any complaint involving the police or any other statutory authorities must be immediately reported to the Chairman of the LIC Board.

**ANNEXURE A**

**LANGFORD ISLAMIC COLLEGE  
COMPLAINT LODGEMENT FORM  
STRICTLY CONFIDENTIAL**

Date: \_\_\_\_\_

Person making the complaint: \_\_\_\_\_

Contact details: \_\_\_\_\_

Nature of the matter/complaint:

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Persons concerned in the matter:

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Your proposal for resolution (if any):

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Other relevant information or evidence to support your complaint

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*For help with lodging a complaint, please contact the school office on  
94585206.*

**OFFICE USE ONLY**

*This section is to be completed by Administrative Staff and returned to the person making the complaint to  
retain as **Lodgement Receipt**.*

Received on (dd/mm/yyyy): \_\_\_\_\_

Received by (full name): \_\_\_\_\_

Signature: \_\_\_\_\_

**OPERATIONAL PROCEDURES:**

Please refer to the LIC Complaints and Disputes Resolution Procedures document for complaint forms and further operational details.