



Inspiring children to grow and succeed in a rapidly challenging world

POLICY AND PROCEDURES OF APPEAL AND COMPLAINT

At Ajyal Althoraya International School we believe that parents are partners in the education of children. Regular two-way communication between parents/carers and the preschool is essential in helping children achieve their potential.

Our school is committed to ensuring that anyone with parental responsibilities for a young person can raise a concern or complaint, with confidence that it will be heard and responded to in an appropriate and timely fashion.

GUIDING PRINCIPLES

Safety of children is always the first priority. Our procedures are underpinned by the following principles:

1. All persons in the school community including children, parents, staff and volunteers have the right to be treated with respect and courtesy in accordance with the preschool's values.
1. Parents have the right to raise concerns and make enquiries or complaints about any aspect of school life.
2. Information about how, where and to whom complaints can be made should be visible and accessible through school procedures.
3. Complaints will be acknowledged and addressed promptly within specified timelines.
4. Individual complaints will be assessed objectively and without bias using principles of natural justice.
5. The rights and responsibilities of all parties will be considered and balanced in attempting to find a mutually acceptable outcome to complaints.
6. The confidentiality of all parties will be maintained wherever possible.



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PROCEDURES:

Talk to us. If your concern or complaint relates to an issue concerning your child's education or experiences you should talk to the teacher as soon as possible.

You may prefer to organize a mutually convenient time to meet the teacher rather than discuss the issue via a telephone conversation. You are welcome to bring a support person with you, if you wish. The role of the support person is to provide advice and support during the process and not to answer questions on behalf of any of the parties or interfere with the discussion.

Our staff will, following a direct complaint:

- Listen to the complaint
- Record what you say
- Identify actions to resolve the concern
- Let you know what will or has been done
- Get back to you to see how things are going
- If appropriate, refer the matter to the school director

If your concern has not been resolved following discussions with the staff member, you should contact the school director.

The school director will:

- acknowledge receipt of the complaint as soon as reasonably possible (within 5 school days)
- listen to you
- provide support to you if necessary while the complaint is being considered • investigate, consider and determine the most appropriate way to resolve the issue fairly and promptly
- inform you if there is a delay in the process
- ensure your complaint and the outcome is documented
- ensure that the outcome of the process is communicated to you verbally.



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Requesting your identity to remain confidential

Parents may request that their identity remain confidential when making a complaint. In this situation, every effort will be made to keep the parent's identity confidential but this may limit options for negotiating a resolution. (For example, an apology is unlikely to be forthcoming if the identity of the complainant is not known.) These circumstances also raise issues in relation to procedural fairness for those who have a complaint made about them as they have a right to know the particulars of the complaint.

While every effort will be made to comply with a request to keep the parent's identity confidential, Freedom of Information requirements may result in a parent's identity becoming known.

Anonymous complaints

Ajyal Althoraya will assess every complaint that is made. The extent to which an anonymous complaint can be investigated will be limited, as preschool staff cannot liaise with the parent about the complaint. Anonymous complaints also raise issues in relation to natural justice for those who have a complaint made about them as they have a right to know the particulars of the complaint.

The Director will determine upon receipt of an anonymous complaint to what extent the complaint will be investigated. Where the complaint is in relation to a Director, the Assistant will make the determination for Regional Directors, the Head of Schools will make the final decision.

Approaches that may be used to resolve a parent complaint

Our school may take one of the following approaches to resolve a parent's concern or complaint:

- An acknowledgement that the complaint is valid and is worthy of investigation (overall or in part).
- Identification of areas of agreement between the parties involved.
- Opportunities for all the parties involved to express their concerns, explain their point of view and clarify any misunderstandings.
- Acknowledgement that the situation could have been better handled (this does not constitute an admission of negligence).
- An opportunity for an apology.



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- Recognition that the situation presents an opportunity for changes or alternate arrangements to be made to resolve the complaint.
- Discussion with the parties about the steps that will be taken to ensure that the event complained about will not reoccur.
- An undertaking to review school policy, procedures or practices.

These procedures will be reviewed every two years.