



Australian Islamic
Education Services

AIES Complaint and Grievance Policy

Rationale

At Australian Education Islamic Education, we value positive relationships with our students, parents, staff and volunteers, as these contribute significantly to the success of our educational programs. We support the right of every member of our community to have concerns addressed in a fair and respectful manner. This policy outlines how grievances and complaints will be managed to ensure a smooth and efficient resolution process.

Aim

This policy aims to:

- Foster positive relationships within the AIES community.
- Provide students, parents, staff and volunteers with clear guidelines on how to raise concerns.
- Ensure that all grievances are handled in a timely, transparent and respectful manner, with the goal of resolving any issues fairly and equitably.

General Principles

- **Respect and Compassion:** All parties involved must engage respectfully, honestly and with compassion during the grievance process.
- **Zero Tolerance for Misconduct:** AIES reserves the right to suspend or terminate any meeting or communication where these principles are not upheld.
- **Timely Resolution:** Every reasonable effort will be made to resolve grievances within a reasonable timeframe, typically within 20 working days.

Grievance Procedure

1. Grievances from Students

Students are strongly encouraged to report any concerns or grievances via the official channels below:

- **Online Form:** Complete the **AIES Incident and Complaint Report Form** <https://islamiceducation.org.au/teacher-incident-report/>.
- **Direct Contact:** Contact the **SRE Program Manager** or the **Principal** of their school.
- Every effort will be made to resolve the issue amicably, ensuring that all parties are heard during the review process.
- AIES Management will follow through on all reportable matters as per policy and legislation.

2. Grievances from Parents/Guardians and School Staff

- All concerns or grievances from parents or guardians should be directed **straight to AIES Management** using the **AIES Incident and Complaint Report Form**: <https://islamiceducation.org.au/teacher-incident-report/>

- Alternatively, parents and school staff can email management at admin@islamiceducation.org.au. The issue should be clearly outlined in writing, or parents and school staff may request a meeting with management to discuss the matter.
- AIES will provide a reasonable timeframe for the matter to be reviewed and addressed.
- AIES aims to resolve grievances within **20 working days**, ensuring all concerns are handled seriously, respectfully, and appropriately.

Escalation of Unresolved Grievances

- If the grievance remains unresolved following the AIES Management review, a written complaint detailing the concern may be formally submitted for final review to the **Board of Executives** at the Australian National Imams Council (ANIC).

The written complaint should be sent via email to: office@anic.org.au

Monitoring and Review

- **Review Date:** This policy will be reviewed annually to ensure its continued effectiveness.
- **Persons Responsible:** The Executives of AIES are responsible for overseeing the grievance process and ensuring that any necessary improvements are made.
- **Documentation:** All meetings and relevant documentation will be recorded and kept securely.

Staff Grievance Procedure

AIES ensures that staff members have the opportunity to raise any concerns related to their working conditions, health and safety or other work-related matters.

1. Informal Stage

- In the first instance, staff are encouraged to resolve grievances informally by discussing the issue directly with their immediate supervisor. If the grievance concerns their supervisor, the matter should be raised with a more senior manager.
- A meeting may be arranged to discuss the grievance in detail, depending on the situation.

2. Formal Stage

If an informal resolution is not possible, staff members should submit their grievance in writing by completing the **AIES Incident and Complaint Report Form**: <https://islamiceducation.org.au/teacher-incident-report/>

- This should then be directed to the appropriate senior staff member. Management will:
 - Review the grievance and determine the most appropriate course of action
 - Notify all parties involved of the steps to be taken
 - Gather any additional necessary information
 - Provide a formal response outlining the outcome and any actions to be implemented

3. Appeal Process

- If the complainant is not satisfied with the outcome, they may appeal the decision.
- The appeal should be submitted in writing, outlining the grounds for the appeal to admin@islamiceducation.org.au. A panel independent of the previous steps will hear the appeal.

- The appeal meeting will take place promptly and the complainant will be informed of the time and location.
- A decision regarding the appeal will be provided in writing within five working days.

Record Keeping

- Minutes will be kept of all meetings and relevant discussions.
- All grievance-related records will be securely stored and managed in accordance with privacy and data protection policies.

Monitoring and Review

- This policy is subject to an annual review to ensure that it meets the needs of AIES and reflects best practices.
- The policy will be reviewed by the Management Team and any necessary revisions will be made.

Feedback and Contact Information

- Should you have any feedback or questions about this policy, please contact AIES Management at admin@islamiceducation.org.au or by phone at **0450 773 728**.

Policy Date: June 2025

Next Review Date: June 2026