



**AUSTRALIAN
ISLAMIC COLLEGE**

COMPLAINTS RESOLUTION (STUDENTS) POLICY & PROCEDURE

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1. Overview

Australian Islamic College (the College) is committed to ensuring a safe and healthy learning environment characterised by tolerance and support; and which also respects differing learning styles and celebrates student achievements. The College aims to create a harmonious and productive educational environment in which healthy relationships are nurtured and Allah (SWT) is revered.

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.

The College takes all complaints and concerns from students seriously. Consistent with this commitment, this policy outlines the College's approach to addressing student grievances.

The Director General of the Department of Education is responsible for ensuring that the school observes the registration standards, including the standard about its complaints handling system. Any student, parent or community member is entitled to contact the Director General with concerns about how the school has dealt with a complaint. Information is available on the Department of Education website. While the Director General may consider whether the school has breached the registration standards, she does not have power to intervene in a complaint or override the schools decision.

For full fee overseas students, the Office of the Commonwealth Ombudsman provides support to future, current or former students. The Overseas Student Ombudsman's services are free to students, they do not charge for making a complaint and are independent and impartial. Please see section 3.4 for further information specific to overseas students and their families.

2. Islamic guidelines

All parties involved in the resolution process are reminded to uphold the following Islamic injunctions to ensure a fair and just process is enforced.

﴿يَا أَيُّهَا الَّذِينَ ءَامَنُوا كُونُوا قَوَّامِينَ بِالْقِسْطِ شُهَدَاءَ لِلّٰهِ وَلَوْ عَلَىٰ
أَنفُسِكُمْ أَوِ الْوَالِدَيْنِ وَالْأَقْرَبِينَ ۚ إِن يَكُنْ غَنِيًّا أَوْ فَقِيرًا فَاللّٰهُ أَوْلَىٰ بِهِمَا
فَلَا تَتَّبِعُوا الْهَوَىَٰ أَن تَعْدِلُوا ۚ وَإِن تَلْوُاْ أَوْ تُعْرِضُوا فَإِنَّ اللّٰهَ كَانَ
بِمَا تَعْمَلُونَ خَبِيرًا﴾

O ye who believe! stand out firmly for justice, as witnesses to Allah, even as against yourselves, or your parents, or your kin, and whether it be (against) rich or poor: for Allah can best protect both. Follow not the lusts (of your hearts), lest ye swerve, and if ye distort (justice) or decline to do justice, verily Allah is well-acquainted with all that ye do.

يَا أَيُّهَا الَّذِينَ ءَامَنُوا كُونُوا قَوَّامِينَ لِلّٰهِ شُهَدَاءَ بِالْقِسْطِ وَلَا يَجْرِمَنَّكُمْ
 شَنَاَنُ قَوْمٍ عَلَىٰ ءَلَّا تَعْدِلُوا ءَعْدِلُوا هُوَ أَقْرَبُ لِلتَّقْوَىٰ وَاتَّقُوا اللّٰهَ إِنَّ اللّٰهَ
 خَبِيرٌ بِمَا تَعْمَلُونَ ﴿٨﴾

O ye who believe! stand out firmly for Allah, as witnesses to fair dealing, and let not the hatred of others to you make you swerve to wrong and depart from justice. Be just: that is next to piety: and fear Allah. For Allah is well-acquainted with all that ye do. (5:8)

Making peace and resolving a complaint or dispute is an Islamic duty. A Muslim should be careful not to harm others and there is great reward for those who strive for peace and preserve brotherhood:

إِنَّمَا الْمُؤْمِنُونَ إِخْوَةٌ فَأَصْلِحُوا بَيْنَ أَخَوَيْكُمْ وَاتَّقُوا اللّٰهَ
 لَعَلَّكُمْ تُرْحَمُونَ ﴿١٠﴾

The believers are but a single Brotherhood, so make peace and reconciliation between your two contending brothers; and fear Allah that you may receive mercy (49:10)

﴿١٣٣﴾ وَسَارِعُوا إِلَىٰ مَغْفِرَةٍ مِّن رَّبِّكُمْ وَجَنَّةٍ عَرْضُهَا السَّمٰوٰتُ وَالْاَرْضُ
 أُعِدَّتْ لِلْمُتَّقِينَ ﴿١٣٣﴾ الَّذِينَ يُنْفِقُونَ فِي السَّرَّاءِ وَالضَّرَّاءِ وَالْكَاظِمِينَ
 الْغَيْظَ وَالْعَافِينَ عَنِ النَّاسِ وَاللّٰهُ يُحِبُّ الْمُحْسِنِينَ ﴿١٣٤﴾

Be quick (speed up, rush, compete) in the race for forgiveness from the Creator of heaven and earth and for Paradise whose width is that (of the whole) of the heavens and of the earth prepared for the Pious people. Those who spend (freely), whether in prosperity, or in adversity; who restrain anger, and pardon (all) mankind; for Allah loves those who do good (3: 133, 134)

3. Scope

This policy applies to all students of the College.

4. Definitions

College Australian Islamic College

Staff An individual working in a school environment who is directly engaged (volunteers) or employed by the College or a contractor service provider engaged by the College

Student A person who is enrolled at or attends the College

5. Alignment with the National Principles for Child Safe Organisations

Our College is committed to providing a safe, inclusive and respectful environment where every student can feel happy, safe and respected. Our handling of student complaints is therefore designed in line with the *National Principles for Child Safe Organisations*, which helps ensure our school is a safe and caring place for all students.

5.1 Primary School Students – Alignment with the National Principles for Child Safe Organisations

Here's how our complaints process supports the National Principles for Child Safe Organisations:

- **We care about safety and fairness** – Teachers and staff work hard to make sure all students are looked after and treated kindly. If something worries you, it's okay to speak up.
- **Your voice matters** – You have the right to tell a teacher or adult if something is wrong. We will listen and help you without getting you in trouble.
- **We work with families** – Your parents and carers are part of the process too, and we make sure they know what's going on when needed.
- **We take all concerns seriously** – Even small worries are important. We want to solve problems in a kind and respectful way, and we always try to help you feel better.
- **We keep learning how to be better** – Teachers and leaders talk about how to make our school even safer and improve the way we help students with their concerns.

This policy is designed to help everyone (students, teachers, and families) to work together to make our school a safe, peaceful, and happy place to learn and grow.

5.2 High School Students – Alignment with the National Principles for Child Safe Organisations

Here's how our complaints process supports and reflects the National Principles for Child Safe Organisations:

- **A culture of safety and respect** – We embed safety and wellbeing into everything we do—our policies, leadership, and daily practices are built on trust, fairness, and accountability.
- **You are heard** – High school students are informed about their rights and are encouraged to speak up about concerns. We treat every concern with seriousness and respect, and students are never penalised for raising issues in good faith.
- **Family and community involvement** – When appropriate, we engage with your parents or carers so that concerns can be addressed collaboratively, while still respecting your privacy and your voice.
- **Student-centred processes** – Our complaint procedures are accessible, private and developmentally appropriate. Whether your concern is about learning, wellbeing, safety or relationships, our goal is to ensure that the process supports your confidence and wellbeing.
- **Continuous improvement** – We regularly review how we handle complaints and student feedback to improve the experience and safety of all students.

This policy is designed to ensure that high school students feel empowered, supported and safe—knowing that their concerns matter and will be addressed with care and fairness.

6. Framework

The College's Parent Carer Complaints Policy has detailed information about how members of the College community can raise and resolve grievances.

In practice, students should raise any grievances with a classroom teacher or any member of staff they feel comfortable speaking with, including:

- Your Year Coordinator
- Your Behaviour Coordinator or member of the Pastoral Care team
- If you are in Kindergarten to Year 6 - the staff member in charge of primary
- If you are in Years 7 to 12 – the staff member in charge of high school
- If your concern is about student safety and wellbeing, and you are not comfortable speaking with the staff referred to above, then a member of the leadership team or Senior Management Team, such as

Head of Learning Area, Assistant Principal, Deputy Principal, Principal, Business Manager, Imam, Executive Principal

- If your concern is about curriculum matters or staffing matters, the Head of Learning Area / Coordinator or Principal
- If your concern is about a member of the College's Leadership Team (excluding the Executive Principal), the Executive Principal.
- If your concern is about the Executive Principal, the Board Chair.

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.

7. Guiding Principles

The guiding principles in the Parent Carer Complaints Policy & Procedure also apply to students who raise a grievance with the College.

In this regard, students can expect to:

- Be treated with courtesy and respect.
- 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).
- Have the grievance taken seriously, considered impartially, and dealt with on the merits.
- Be supported, including by the campus Principal or the Imam.
- Not be victimised, or subjected to reprisal, for raising grievances in good faith.

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

- Raise grievances in accordance with this policy, and as soon as possible after the event giving rise to the grievance has occurred.
- Be open and honest when raising a grievance.
- 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.
- 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.

Please note that the processes outlined in this policy are intended to be conciliatory, non-adversarial and non-legal.

8. Full Fee Overseas Students (Western Australia only)

Where a complaint by a full fee overseas student is not resolved to their satisfaction, they may appeal the outcome of the complaint by submitting a complaint in writing to the Board Chair. Once the Board Chair has completed their investigation, which will include an opportunity for the student or their family to present their case, the Board Chair will advise the student and/or their parent / guardian the result of the appeal.

If the student and/or their parent/ guardian are not satisfied with the decision made by the Board Chair, as per Standard 10 of the National Code 2018, they may lodge a complaint with the Office of the Commonwealth Ombudsman. The purpose of this external appeals process is to consider whether the registered provider has followed its policies and procedures.

The College will only report a student to Provider Registration and International Student Management System (PRISMS) for unsatisfactory course progress or attendance after:

- The internal and external complaints processes have been completed and the breach has been upheld;
- The overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period;
- The overseas student has chosen not to access the external complaints and appeals process, or

- The overseas student withdraws from the internal or external appeals process, by notifying the registered provider in writing.

When the external appeals process has been completed, the College will immediately implement the decision or recommendations and/or take the preventative action or corrective action required by the outcomes of the external complaints handling or appeals process, and notify the overseas student's parents/guardians of the outcome.

Under Standard 10.4 of the National Code 2018, if an external complaint-handling or appeal process results in a decision or recommendation that supports the student, the College will immediately implement the decision or recommendation and/or take corrective and preventative action as required. This Policy, and the availability of internal complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

More detailed information is available in the College's Full Fee Overseas Student Policy Handbook.

9. Related Policies, Procedures and Documents

- All College student related policies and procedures
- Student Handbook
- Full Fee Overseas Student Handbook (Perth only)
- Student Code of Conduct
- Complaints Resolution (Parent Carer) Policy & Procedure
- Whistleblower Policy
- Child Protection Policy
- National Principles for Child Safe Organisations

Last reviewed: [May 2025]
Approved by: [Executive Principal]
Board Sign off: [May 2025]
Next review: [April 2028]