



East Preston Islamic
College

COMMUNITY
GRIEVANCES
POLICY

3 Guiding Principles

3.1 When raising a grievance with the College, a member

Human Resources, The Principal	Business operations or finance matters
The Chairman of the Board	Principal or a member of the Board matters

- 6.4 A student can directly raise concerns with their Homeroom Teacher or another trusted member of staff, in accordance with the *Student Grievances Policy*.
- 6.5 The following considerations are relevant prior to, and when, raising a concern:
- (a) Clearly identify the issue or problem prior to contacting the College.
 - (b) Decide whether the issue or problem is in the nature of a complaint, concern, enquiry or suggestion. This will help in finding a solution.
 - (c) Identify the party or parties involved.
 - (d) Consider the practical outcome you are trying to achieve (while being realistic and open to other outcomes and solutions).
 - (e) If there is more than one issue or problem, write a list so that you are adequately prepared and then decide which issue or problem matters most to you.
 - (f) Consider whether there are any interim measures you would like the College to consider whilst it makes enquiries about the issue or problem.
 - (g) Make an appointment to meet with the relevant staff member to discuss the concern – the best way to do this is to contact Reception to arrange a mutually convenient time for a telephone call or meeting. When contacting Reception, please identify yourself and the student concerned, the subject of your concern, identify the person you would like to speak with, and provide a brief description of the issue you wish to speak about (for example 'homework', 'enrolment decision (including appeals)', 'wellbeing' or 'grounds maintenance').
 - (h) Remain courteous and calm when conveying your concerns. The College is within its rights to terminate a conversation with the person raising the concern until such time that a courteous and calm conversation can continue.

Details	Comment
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Stage 2: Make a complaint

Step 1

	Details	Comment
Step 4	Outcome	<p>The Principal or delegate will aim to communicate the outcome of a formal written complaint in writing within fifteen (15) business days where practicable.</p> <p>The Principal will promptly report any formal written complaints, and relevant outcomes, to the Board. This is part of the cyclical review and risk management process at the College.</p>

6 Communication