

POLICY FOR COMPLAINTS AND GRIEVANCES RESOLUTION

Green Valley Islamic College's policy for dealing with complaints and grievances includes processes for raising and responding to matters of concern identified by parents and/or students. It takes seriously its responsibility to be responsive to concerns raised by students, parents, staff and the wider community. These processes incorporate, as appropriate, principles of procedural fairness. All complaints are dealt with by the principal and if needs be, are then referred to the School Board.

The full text to the school's policy and processes for complaints and grievances resolution is provided in the Staff Handbook and a summary is included in the Parent Information Booklet. Parents may request a copy by contacting the Principal.

The policy was reviewed and revised in 2005.