1 RATIONALE

At the Islamic College of Melbourne, we endeavour to promote a healthy, supportive and secure environment for all children and to raise awareness of what makes students resilient, to develop strategies to reduce vulnerabilities and increase coping skills. The provision of Student Welfare is essential to the achievement of the goals of the College and is a pre-requisite for students to experience success in the learning environment.

Our College is committed to ensuring that high standards of conduct are always maintained by students and staff, and that complaints are managed and resolved fairly, efficiently, promptly and in accordance with relative legislation and in accordance with the principles of procedural fairness.

2 AIMS

At the College, we aim to:

- Provide a harmonious, positive, and productive College environment.
- Resolve complaints fairly, efficiently, promptly, and in accordance with relevant legislation and the principles of procedural fairness.
- Ensure confidentiality, fairness, and timeliness with no victimization.

3 IMPLEMENTATION

CHILD SAFETY ESCALATION CLAUSE

Where a complaint relates to child safety, suspected child abuse, grooming behaviour, reportable conduct, or misconduct involving students, the complaint must be escalated immediately to the Principal and Child Safety Officers.

Child safety complaints must be managed in accordance with the College's:

- Child Safety Policy & Statement of Commitment
- Mandatory Reporting Policy and Procedure
- Responding to and Reporting Allegations of Child Abuse Procedure
- Reportable Conduct Policy
- Crimes Act Policy (Failure to Disclose / Failure to Protect / Grooming)

These matters must not be managed solely under standard grievance timeframes or informal resolution processes.

ACCESSIBILITY AND SUPPORT

The College will ensure complaints processes are accessible to all parents and carers, including by providing interpreter support and assistance to complete complaint documentation where required.

The College has informal and formal processes for dealing with parental, staff members, or student complaints and grievances.

The **informal process** for staff members and students includes:

1. Arranging a meeting with the principal or relevant person to discuss the complaint.
2. Students can discuss complaints and grievances to a teacher, the child safety officer or the College counsellors.
3. The opportunity to be heard without bias.
4. The setting of actions because of the meeting to resolve the situation.
5. If required, a subsequent meeting with other parties to allow them to be heard without bias and the setting of actions because of the meeting to resolve the situation.
6. If required, an additional meeting with the principal for further investigation and conciliation. This investigation includes the opportunity for all parties to respond to any allegations.
7. The setting of further actions resulting from this meeting.
8. Monitoring actions.

The **informal process** for parents includes:

1. Contact the College by telephone to arrange a meeting with the class teacher or relevant person to discuss the complaint.
2. The opportunity to be heard without bias.
3. The setting of actions because of the meeting to resolve the situation.
4. If required, a subsequent meeting with other parties to allow them to be heard without bias and the setting of actions because of the meeting to resolve the situation.
5. If required, an additional meeting with the principal or delegate for further investigation and conciliation. This investigation includes the opportunity for all parties to respond to any allegations.
6. The setting of further actions resulting from this meeting.
7. Monitoring actions.

The **formal process** involves: -

1. Making a complaint in writing to the principal. (Complaint Form)
2. The conducting by the principal or delegate of formal interviews with all parties. If the complaint is against the principal, a panel will oversee assessing the complaint. The panel will consist of the College Business Manager and the Head of School.
3. The opportunity to be heard without bias.
4. Investigating the complaint by the principal, delegate, or panel. This includes formal interviews, written statements, conveying the details of the complaint to the respondent, and providing the opportunity for a written response.
5. Dismissing or accepting the complaint. Acceptance may involve verbal or written warnings, conciliation, or counselling, etc., or if the complaint has legal implications, referral to the relevant authorities.
6. Preparation of a detailed confidential report.

7. Monitoring the situation.

Where a grievance involves potential criminal conduct or child safety matters, any internal investigation will be conducted subject to advice from Victoria Police and/or DFFH Child Protection.

4 PROCEDURE

1. Complaints must be submitted in writing by completing the College Complaints Form and emailing it to complaints@icom.vic.edu.au.

2. The principal, delegate or panel will investigate and reply to the person making the complaint within 20 school-working days

3. Once a decision has been reached, relevant documents (complaint, procedure followed and resolution) should be filed in the complaints register

Where a grievance concerns the contact person, the complaint must be escalated to the Board Chair or an appointed independent external investigator.

Every complaint will be taken seriously and will be handled in a confidential manner and without bias. All matters must be treated with professional respect at all times.

5 DOCUMENT CONTROL INFORMATION

Approval Date	22 November 2026
Approved By	Board Chair
Supersedes	23 November 2025
Date of Last Review	23 November 2025
Date for Next Review	November 2028, after any significant child safety incident or a change in legislation