



Madrasah Aljunied Al-Islamiah

Parent or Legal Guardian and Student Complaints Policy and Procedures

1. Introduction

1.1 Madrasah Aljunied Al-Islamiah (MAA) provides a holistic, integrated learning experience to develop future religious leaders of quality for Singapore. The school comes under the ambit of the Islamic religious council of Singapore, MUIS and is registered under the Education Act.

2. Curricular Philosophy and Desired Outcomes

2.1 The philosophy of our curriculum is to provide “An integrated and holistic learning of Islamic and Intellectual sciences, rooted in the Qur’an & Sunnah, which inspires thinking, inquiry, creativity, innovation and inculcates deep-seated ethos for continuous learning and service to humankind”.

2.2 The desired outcomes of madrasah education (DOME) in Singapore is to nurture a madrasah graduate who is:

2.2.1 spiritually profound and well-balanced Muslim who is rooted in Islamic traditions which include a deep internalization of the Qur’an and Sunnah and exhibits positive moral character and behaviour.

2.2.2 committed learner who has a keen spirit of inquiry, a passion for reading and strives for excellence in his or her learning endeavour.

2.2.3 socially-conscious citizen who is sensitive to the concerns of the local, possesses a global mindset and possesses a strong ethos of service to humankind.

2.2.4 dynamic person who thinks independently and critically, innovative and creative in finding new solutions to problems with the courage to depart from conventions, embraces diversity and is able to inspire others to do good.

2.2.5 responsible and progressive leader who is conscientious, has a high level of integrity and astute moral judgment and constantly seeks new ideas and opportunities.

2.3 In line with the desired outcomes, the madrasah has drawn up a holistic vision and mission as follows:

Vision

Nurturing Global Islamic Scholars and Leaders

Mission

1. To produce Taqwa scholars, who will lead the local and global communities.
2. To provide students with a balanced, holistic and dynamic educational experience.
3. To empower students with knowledge, skills and values that are purposeful and relevant.
4. To become an exemplary Islamic educational institution that develops and enhances its students' potential.

3. Guiding Principles

3.1 In Madrasah Aljunied Al-Islamiah, the **Parent or Legal Guardian and Student Complaints Procedures** are drawn within the context of its vision and mission. The set of procedures aim to provide a framework for ensuring that any complaints within or against the school are addressed in a fair, open and responsive way with the aim of achieving a speedy and satisfactory resolution. The following are some guiding principles to be adhered to:

3.1.1 The school respects the rights of all individuals involved.

3.1.2 The complainant's identity will be kept confidential unless disclosure is necessary to progress the complaint, in which case the complainant's permission would be obtained in advance of the disclosure.

3.1.3 The madrasah will not normally pursue anonymous complaints where we believe our doing so would compromise the fairness and/or reasonableness of the procedures herein.

3.1.4 Relevant information will be shared only with the staff members responsible for conducting the investigation.

- 3.1.5 If particularly sensitive and the student has concerns about his or her confidentiality, the student can raise this with the Madrasah Management, who will discuss if / how disclosure can be minimised.
- 3.1.6 It is expected that all parties involved will act reasonably, fairly and courteously towards each other and respect the processes.
- 3.1.7 The madrasah has the discretion to terminate consideration of a complaint if it considers it to be frivolous or vexatious.
- 3.1.8 The madrasah may accept group complaints where the same issue(s) affects a number of students. In this case, the madrasah may require the group to appoint a spokesperson to represent the group as a whole and to liaise with other students. If a student wishes to withdraw from the group at any time, this should be confirmed in writing, either by email or letter, to the person managing the complaint.

4 Complainants Covered

4.1 The policy and procedures apply only to the following complainants:

4.1.1 Student (current)

The madrasah's contractual relationship is with its current students. In this regard, the madrasah will not consider any complaint that is submitted by a third party unless it is satisfied that the student has given that party their explicit permission to do so.

4.1.2 Student (past)

The policy and procedures do not apply to madrasah's alumni who have graduated, withdrawn or been terminated from studies in the madrasah more than 3 months after graduating, withdrawing or being terminated from the madrasah at the time the complaint is raised.

4.1.3 Parent

A parent who wishes to raise a complaint must be either the biological parent or a legal guardian of the student.

5 Scope of Complaints Policy and Procedures

5.1 A complaint is a clear statement of dissatisfaction about any specified aspect of the madrasah's work, against the management and/or operation of the madrasah. All complaints covered by the policy and procedures may apply to:

- 5.1.1 a student's academic performance or to their life in the madrasah
- 5.1.2 a student's interaction with other students or with adult members of staff
- 5.1.3 the administration or delivery of a course or module
- 5.1.4 the facilities or learning resources provided by the madrasah
- 5.1.5 failure to meet obligations set out in course or student handbooks
- 5.1.6 failure to follow published regulations, procedures and/or policies
- 5.1.7 a non-academic service provided by the madrasah
- 5.1.8 the conduct of a member of staff

(The above list is not intended to be exhaustive and, where appropriate, other matters pertaining to madrasah procedures and facilities will be considered by the Madrasah Management.)

5.2 It is impractical for the Parent or Legal Guardian and Student Complaints Policy and Procedures or any other procedures, to cover every kind of issue that a student or parent wishes to raise. The madrasah therefore has a number of different procedures to deal with specific types of circumstances, issues or events. Do note that this policy and procedures cannot be used for the following:

- 5.2.1 Question the academic judgement of one or more members of staff
- 5.2.2 Appeal against examination marks
- 5.2.3 Complain and appeal against an admissions decision
- 5.2.4 Raise issues concerning a position of employment

5.3 *Criminal Investigations*

5.3.1 The madrasah will not normally look into a matter that is also the subject of an external criminal investigation until that investigation is concluded, but it reserves the right to conduct an internal investigation at any point when it deems it appropriate to do so, to prevent harm being caused to other members or the day-to-day business of the madrasah.

6 Officers Dealing with Complaints

6.1 Based on the discretion of the Principal/Management, the following officers of the madrasah shall be responsible for dealing with complaints:

6.1.1 Student-related complaints

6.1.1.1 Form Teachers

6.1.1.2 Head of Student Development

6.1.1.3 Assistant Vice-Principal(s)

6.1.1.4 Vice Principal(s)

6.1.1.5 Principal

6.1.2 Staff/Department/Administration-related complaints

6.1.2.1 Head of Department

6.1.2.2 Assistant Vice-Principal(s)

6.1.2.3 Vice Principal(s)

6.1.2.4 Principal

6.2 Procedural Bias

6.2.1 The person/s against whom a complaint is made will not have a role in the decision-making process of the madrasah's handling of a complaint.

7 Complaints Procedures

7.1 The madrasah adopts a three-stage complaints procedure as follows:

7.1.1 Stage 1 - Informal Complaint

7.1.1.1 This is a stage where the complainant may lodge a concern via an informal discussion with a member of staff who may act as a mediator to resolve the concerns. Such discussions will nonetheless be documented for monitoring

purposes by the member of staff via the Complaint and Incident Report form.

- 7.1.1.2 Mediation can be helpful in resolving complaints at an early stage and can be used as an alternative at any point before or after a complaint is submitted. A complainant will not lose his/her right to submit a formal complaint if mediation is unsuccessful.

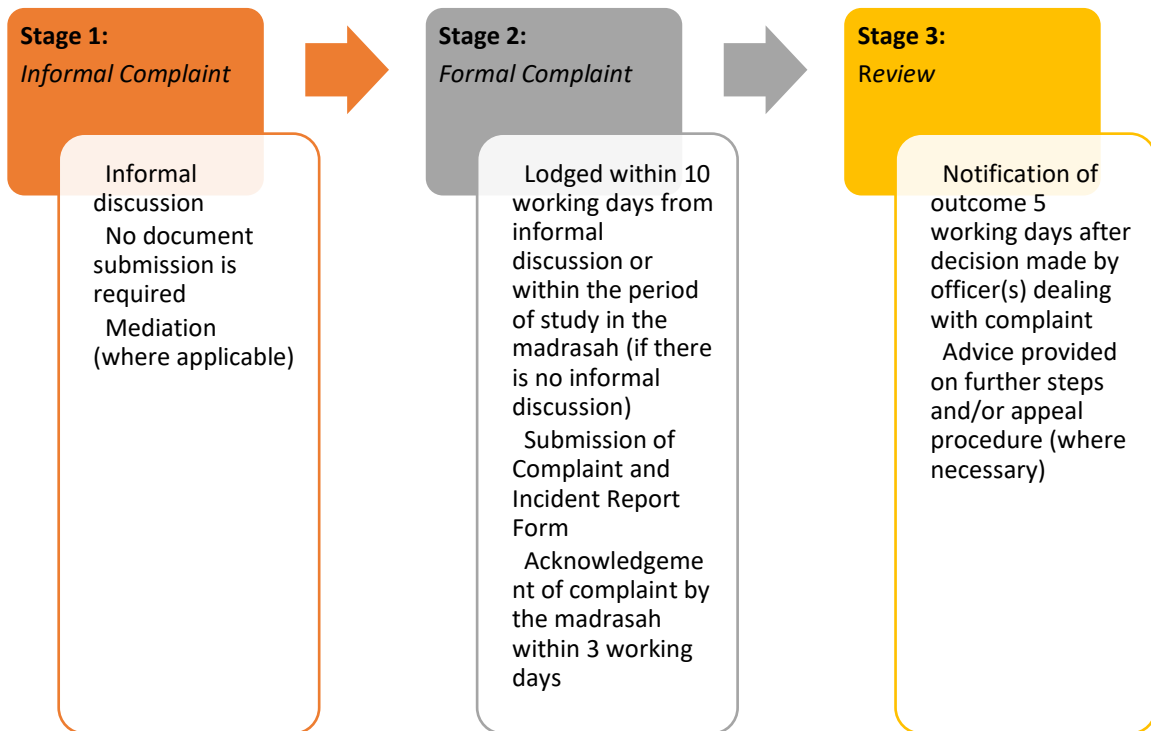
7.1.2 *Stage 2 – Formal Complaint*

- 7.1.2.1 If a complainant is dissatisfied with the outcome of the informal discussion with the member of staff or feels the issue cannot be reasonably resolved within the department, he/she may, within 10 working days from the informal discussion, submit a formal complaint.
- 7.1.2.2 The madrasah will issue an acknowledgement reply within 3 working days after receiving a formal complaint.
- 7.1.2.3 The complainant would need to submit a formal complaint to the Principal, using the madrasah's Complaint and Incident Report Form in writing or electronically via email (see Appendix A). The Principal will exercise discretion in routing the complaint to the Management or other officers responsible for dealing with complaints.
- 7.1.2.4 A complainant submitting a formal complaint more than 10 working days after Stage 1 must provide a satisfactory explanation as to why he/she was unable, for good reason, to submit a formal complaint within the required timescale.

7.1.3 *Stage 3 – Review*

- 7.1.3.1 The complainant will be notified of the outcome 5 working days after the decision has been made.
- 7.1.3.2 The complainant will also be informed of any next steps he/she may need or want to take and of their right to request a review or appeal of their concerns

(Stages of Complaints Procedures)



7.2 The Management will determine whether swift action needs to be taken in cases which include but are not limited to:

7.2.2 Complaints involving a threat of serious harm

7.2.3 Cases where the impact of the issues raised has detrimental consequences for the student's mental health or where the student displays significant stress

7.2.4 Complaints relating to access arrangements support

7.2.5 Issues of serious and repeated service failure and/or significant delay

7.2.6 Issues of a highly sensitive nature

8 Appeal Process

8.1 If a complainant is dissatisfied with the madrasah's decision, he/she may submit an appeal to the Principal/Management within 15 working days of receipt of the madrasah's decision on the complaint. A request for an appeal/review may be made on the following grounds:

8.1.2 A procedural flaw or irregularity that caused reasonable doubt as to whether the same decision would have been reached had it not occurred.

8.1.3 New material evidence, which must be supported by a valid explanation as to why it was not submitted earlier in the process and is instead being submitted at this late stage.

8.1.4 The decision was unreasonable or disproportionate.

9 Documentation

9.1 The documents needed for formal complaints may include but are not restricted to the following:

9.1.2 Independent medical evidence

9.1.3 Expert reports by professionals

9.1.4 Witness statements

9.1.5 Relevant correspondence

9.1.6 Financial information

10 Student Support

10.1 Throughout the complaint period and until a resolution is reached, the madrasah shall support and protect complainants, who are students of the madrasah, from any foreseeable harm.

10.2 Complainants will be notified early in the process if the remedy sought is beyond what the madrasah can reasonably provide or what is in its power to provide.

11 Appendices

- Appendix A: Madrasah Aljunied Complaint and Incident Report Form
- Appendix B: Link to online form/micro-link on website
- Appendix C: Email addresses of Principal or Madrasah Administration

Prepared by:

Management and Curriculum Teams of Madrasah Aljunied Al-Islamiah 2023