



COMPLAINT **PROCEDURE FOR** **PARENTS POLICY**

Jamea Al Kauthar is dedicated to welcoming students into an excellent academic atmosphere that is spiritually enriching and physically nurturing.

We aspire to cultivate morality and inspire our students to graduate as able, confident citizens and outstanding role models for their communities.

Reviewed: January 2016
To be reviewed: January 2017

COMPLAINT PROCEDURE FOR PARENTS

The complaints procedure is open to all parents and parents of prospective pupils, boarders and staff. All complaints must be channelled through the HOB/HOS/HOM according to their area of responsibility. The investigation must be conducted in strict accordance with all tenets of Shariah being fair and consistent and any statutory legislation. It is important that finding is reflective of the transparently fair investigation. HOB/HOS/HOM will follow up any remedial action where applicable.

The following procedure will be followed in the event of a complaint being communicated to the school.

STAGE 1- INFORMAL RESOLUTION

- It is hoped that most complaints and concerns will be resolved quickly and informally
- If parents/carers have a complaint they should normally contact the child's Form Tutor. The Form Tutor will seek to resolve the matter straightaway
- The Form Tutor will aim to resolve the complaint within 10 working days of receipt of the complaint
- If the Form Tutor cannot resolve the matter alone, it may be necessary for her to consult a senior.
- Should the matter not be resolved within 10 working days or in the event that the Form Tutor and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with stage 2 of this Procedure

Stage 2- FORMAL RESOLUTION

- If the complaint cannot be resolved on an informal basis, then parents should put their complaint in writing to the HOB/HOS/HOM. The HOB/HOS/HOM will then decide the best way forward
- The HOB/HOS/HOM will arrange a time to meet with parents concerned, within 10 working days of receiving the written complaint. The HOB/HOS/HOM will seek to satisfy parents and reach a resolution in this meeting
- If needed, the Principal may carry out further investigations
- The HOB/HOS/HOM will document all meetings and interviews held in relation to the complaint
- Once the HOB/HOS/HOM is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The HOB/HOS/HOM will also give reasons for this decision
- If the complaint relates to HOB/HOS/HOM, the chair of Governors will deal with the complaint.

- Parents who are still not satisfied with the decision, should proceed to Stage 3 of this Procedure

Stage 3- PANEL HEARING

- If parents wish to proceed to Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Chair of Governors, who will arrange for the hearing panel to listen to the complaint. They will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 10 working days.
- The panel appointed by the Governing body will consist of at least three people who have not been directly involved in the matters detailed in the complaint and one of those people on the panel is independent of the management and running of the school.
- The complainant may be accompanied to the panel by someone he wishes.
- If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation
- Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all the facts, the Panel will reach a decision and may make recommendations, which it shall complete within 5 working days of the Hearing. The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and any recommendations it makes will be sent in writing to the parents, the Principal, the HOB/HOS/HOM and any other relevant persons
- Written records of all the complaints will be kept for regular review by the HOB/HOS/HOM or a SMT indicating whether complaints were resolved at the preliminary stage, or preceded to the panel hearing.
- All the complaints made, correspondence and statements will be kept confidential.
- Pupils are not penalised for making a complaint in good faith.
- The School keeps a written record of all complaints for at least three years
- The complaint procedure is available to parents of pupils and prospective pupils, boarders and staff.
- This complaint procedure complies with Standard 18 of the National Minimum Standards for Boarding Schools & Ofsted regulations.
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Stage 4

If not satisfied by the findings and recommendations of the **Hearing Panel**, you can contact DFE (for boarding matters) on the following address:-

For Boarding Matters:
 Department for Education
 Castle View House
 East Lane
 Runcorn
 Cheshire
 WA7 2GJ

0370 000 2288

For School Matters Contact:

Ofsted
Royal Exchange Buildings
St Annes Square
Manchester
M2 7LA
08700002288

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. The school keeps a written record of all complaints. Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Education Act, as amended, requests access to them. Parents have the right to know the number of complaints registered under the formal procedure during the preceding school year. This information is available upon request from the School Administrator.

Complaints Register

Date	Who made the complaint?	Name of the pupil and year	What was the nature of the complaint?	At what stage was the complaint resolved?	Who dealt with the complaint?	Signature of Headteacher

Complaints/Compliments/Suggestions Form

Name

Address response should be sent to

Date and time of event causing complaint/suggestion /compliment

Nature of complaint/compliment/suggestion

Sign

Date of completion of form

Record sheet of verbal parental correspondence

(Complaint/comments/suggestion)

Name of person(s) commenting

Name of student and relation _____

Date and time of event causing complaint/compliment/suggestion

Nature of complaint/compliment/suggestion

Outcome of complaint/compliment/suggestion

Sign _____

Date form completed _____

