

COMPLAINT PROCEDURE FOR PARENTS

Reviewed: Jan 2018 | Next review: Jan 2019



1. General

- 1.1. The complaints procedure is open to all parents of pupils and prospective pupils and staff and complies with Standard 18 of the National Minimum Standards for Boarding Schools and Ofsted regulations. All complaints must be channelled through the Head of Boarding/Head of School/Head of Madrasah 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 the findings are reflective of the fair investigation. The HOB/HOS/HOM will follow up any remedial action where applicable.
- 1.2. Any person wishing to put forward a complaint is assured of the school treating it seriously and sensitively, in line with the school's values and ethos.
- 1.3. Written records of all the complaints will be kept for regular review by the HOB/HOS/HOM or a member of the SMT indicating whether complaints were resolved at the preliminary stage, or preceded to the panel hearing. The action taken by the school as a result of complaints (regardless of whether they are upheld) will also be recorded.
- 1.4. Pupils are not penalised for making a complaint in good faith.
- 1.5. 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.
- 1.6. 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.
- 1.7. The school will not deal with anonymous complaints (except for those concerning child protection matters) and therefore the procedures listed below do not provide for a resolution of anonymous complaints.

2. Complaints procedure

2.1. **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 five 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 five 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.

2.2. **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 ten 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.

2.3. **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 five working days of the hearing. The Panel will write to the complainant 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 complainant, the Principal, the HOB/HOS/HOM and any other relevant persons. These items will also be made available to inspectors during an inspection of the school.

2.4. **Stage 4**

If you are not satisfied by the findings and recommendations of the **Hearing Panel**, you can contact DfE on the following address(es):

For Boarding Matters:

Department for Education
 Castle View House
 East Lane
 Runcorn
 Cheshire
 WA7 2GJ
 0370 000 2288

For School Matters:

Ofsted
 Piccadilly Gate
 Store Street
 Manchester
 M1 2WD
 0800123123

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 Head teacher

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/compliment/suggestion)

Name of person(s) commenting:

Name of student:

Relationship with student:

Date of event causing complaint/compliment/suggestion:

Nature of complaint/compliment/suggestion:

Outcome of complaint/compliment/suggestion:

Print Name _____

Sign _____

Date form completed _____