

Complaints Policy

(Procedure for Parents/Guardians/Carers)



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| Introduction | 1 | <p>1.1 We believe that Assunnah School provides a good education for all our children, and that the Head teacher and other members of staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints. The following policy sets out the procedure that the school follows in such cases.</p> <p>1.2 If any parent (guardian or carer) is unhappy with the education that their child is receiving, or has any concerns relating to the school, we encourage that person to talk to the child's class teacher immediately.</p> <p>1.3 Although not obliged to, we deal with all complaints following similar procedures to the Haringey Education Authority. If the school cannot resolve any complaint itself, the issue is referred to the complaints panel, with an independent person involved.</p> <p>1.4 All parents have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel that their complaint has not been adequately addressed.</p> |
| Aims and objectives | 2 | <p>2.1 Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them in a timely manner. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.</p> |
| The complaints process | 3 | <p>3.1 If a parent (guardian or carer) is concerned with the education that we are providing at the school, they should, in the first instance, informally discuss the matter with the child's class teacher. Most matters of concern are normally dealt within 2 working days. All teachers work very hard to ensure that each child is happy at school, and are making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.</p> <p>3.2 Where a parent (guardian or carer) feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Head teacher. Management considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved within one week.</p> <p>3.3 Should a parent (guardian or carer) have a complaint about the Head teacher, he / she should first make an informal approach to one of the members of the governing body, who is obliged to investigate it. You may approach the school administrator for contact details. The governor in question will do all he / she can to resolve the issue through dialogue with the school, but if a parent is unhappy with the outcome, he / she can make a formal complaint, as outlined in appendix 1. (The formal complaint)</p> <p>3.4 Only if an informal complaint fails to resolve the matter should a formal complaint be made to the governing body. The complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent (guardian or carer) should send this written complaint to the Chair of Governors.</p> <p>3.5 The governing body must consider all written complaints within 28 (working) days of receipt. They will arrange a meeting to discuss the complaint, and invite the person making the complaint to attend the meeting, so that he / she can verbally explain her complaint in more detail. The school gives the complainant at least 3 (working) days notice of the meeting.</p> <p>3.6 After hearing all the evidence, the governors consider their decision and inform the parent about it in writing. The governors will do all they can at this stage to resolve the complaint to the parent's (guardian's or carer's) satisfaction.</p> <p>3.7 If the complaint is not resolved, a parent may make representation to the complaints</p> |

panel. A further meeting is chaired by an independent person (independent of the management and running of the school), who considers all the evidence and makes a further judgement in an attempt to resolve the complaint. The two other members of the panel should not have been involved in the complaint prior to it reaching this stage.

3.8 If any parent (guardian or carer) is still not satisfied that the complaint has been dealt with properly, then he / she is entitled to complain to OFSTED and/ or the DfES, and ultimately appeal to the Secretary of State for Education.

3.9 The complainant may be accompanied by a friend or representative to any discussions and / or meetings.

3.10 The panel should detail their findings and any recommendations in writing. A copy of this should be given to the Board of Governors, Head teacher and where relevant the complainant.

3.11 All correspondence, statements and records of complaints are to be kept in confidence. However the number of formal complaints registered under the formal procedure in the previous school year should be made available to parents (guardians or carers), the Secretary of State for Education and any other interested parties should they require this.

Monitoring and Review

4 4.1 Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents (guardians or carers) and other relevant bodies, so they are properly informed about the complaints process.

4.2 The governing body reviews this policy every two years. The governors may however, review the policy earlier than this, if the government introduce revised or new legislation or regulation guidelines, that relate to or have an immediate effect on this, policy or if the governing body receives recommendations on how the policy might be improved.

Appendix 1

School Parental Complaints Procedure

Initial Approach

A parent (guardian / carer) complains directly to the school by talking informally to the child's teacher about a school related issue. Schools are advised to resolve complaints informally, but if this is not possible or if the parent is not satisfied with the informal response, the complainant should put their complaint in writing to the Head teacher.

Stage 1: The formal complaint:

Upon receipt of a written complaint the Head teacher is advised to investigate the complaint and to convene a meeting with the parent(s) (guardian(s) / carer(s)) to try to resolve the issues in school. Where possible the complaint should be dealt with quickly, and resolved within 10 (working) days.

Stage 2: If the complaint is not resolved: The Head teacher is advised to refer the parent (guardian / carer) to the Chair of Governors care of the school. The Chair of Governors is advised to send acknowledgement within 9 (working) days of receipt and to resolve the situation within 28 (working days). Here the resolution should state whether the complaint is upheld fully, partially or not upheld.

Stage 3: If the complaint is not satisfied with the outcome for the Chair of Governors: Chair of Governors to arrange a complaint panel hearing, chaired by a person independent to the school and two other persons not involved in the complaint up to this point. If requested the parent and an accompanying person is allowed to attend the hearing

Stage 4

Findings and recommendations should be drawn up by the panel should be sent to the Board of Governors, the Head teacher and where relevant the complainant and the person being complained about (if this is the case).