



# **POLICY** **Complaints**

SEPTEMBER 2022

Review 2025

# Assunnah Primary School

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*Bismillah al rahman al rahim*

*"In the name of God, most Gracious, most Compassionate".*

“Worship Allaah and join none with Him (in worship); and do good to parents, kinsfolk, orphans, AlMasaakeen (the poor), the neighbour who is near of kin, the neighbour who is a stranger, the companion by your side...”[al-Nisaa’ 4:36] Updated  
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## Complaints Policy

In keeping with our ethos this policy serves to ensure that all students are able to learn and develop. The policy represents is a framework for all those involved in helping students to develop academically, spiritually and physically. It also acts as a guide for parents and carers. Our objective is to provide a flexible but balanced curriculum which meets the need of all our students.

### 1. Introduction

- 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.

- 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.
- 1.3. Although not obliged to, we deal with all complaints following similar procedures to the Local Education Authority (LEA). If the school cannot resolve any complaint itself, the issue is referred to the complaints panel, with an independent person involved.
- 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.

## **2. Aims and objectives**

- 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. The procedures and timescales are outlined in *Appendix 1*.

## **3. The complaints process**

- 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 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.
- 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 Deputy Head teacher, then the Head teacher. Management considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved within one week.
- 3.3. Should a parent (guardian or carer) have 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. 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*.
- 3.4. Only if an informal complaint fails to resolve the matter should a formal complaint be made to the governing body. This 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.
- 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.

- 3.6. After hearing all the evidence, the governors consider their decision and inform the parent about it in writing. The governors do all they can at this stage to resolve the complaint to the parent's (guardian's or carer's) satisfaction.
- 3.7. If the complaint is not resolved, a parent may make representation to the complaints 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 content that the complaint has been dealt with properly, then he / she is entitled to appeal to the Secretary of State for Education.
- 3.9. The complainant may be accompanied by a friend or representative to any discussions / 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 confidential. 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.

#### **4. Monitoring and review**

- 4.1. The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Head teacher logs all complaints received by the school and records the outcome (how they were resolved). Governors examine this log on an annual basis. An annual summary of all formal complaints must also be produced.
- 4.2. 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, so they are properly informed about the complaints process.
- 4.3. 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, the complainant should put their complaint in writing to the Head teacher.

#### **Stage 1**

Upon receipt of a written complaint the Deputy Head teacher or 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.

If the complaint is not resolved:

#### **Stage 2**

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 to the complaint is upheld fully, partially or not upheld.

If the complainant is not satisfied with the outcome for the Chair of Governors:

#### **Stage 3**

Chair of Governors to arrange a complaint panel hearing, chaired by a person independent to the school and 2 other people not involved in the complaint up to this point.

#### **Stage 4**

Findings and recommendations by the panel should be sent to the Board of Governors, the Head teacher and where relevant the complainant.