



POLICY

Lockdown

Policy & Procedures

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 September
2021**

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.

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.

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*.

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.

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.

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Teacher: Hoden Yussuf

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Rationale

As part of our health and safety policies and procedures, the school has a lock down policy.

On very rare occasions, it may be necessary to seal off the school so that it cannot be entered from the outside. This will ensure that pupils, staff and visitors are safe in situations where there is a hazard in the school grounds or outside the school in the near vicinity. A lock down is implemented when there are serious security risks on the premises due to for example, nearby chemical spillage, proximity of dangerous dogs, serious weather conditions or attempted access by unauthorised person's intent on causing harm or damage.

NaCTSO (National Counter Terrorism security Office) Guidance.

In January 2016, NaCTSO provided the following advice to leaders of schools and other educational establishments for reviewing protective security:

Most bomb threats are made over the phone and the overwhelming majority are hoaxes made with the intent of causing alarm and disruption. Any hoax is a crime and no matter how ridiculous or unconvincing must be reported to the police. Be alert, but not alarmed! On receipt of a bomb threat dial 999 and police will respond. You should always consider their advice before a decision is made to close or evacuate.

Notification of lock down

Staff will be notified that lock down procedures are to immediately take place on hearing a continuous **Hasbunnallah wa nimal wakeel, Hasbunnallah wa nimal wakeel, Hasbunnallah wa nimal wakeel**

Procedures

- Office staff are to make sure the front entrance door is locked.
- Headteacher will ensure other external doors are locked.
- Headteacher to inform all staff and Business manager the Nursery

- The Nursery manager to inform the head and Nursery admin to inform the Business manager
- Primary School Administrator will contact the police.
- Front gate and entrance door to be opened by the Headteacher or School Administrator only.

- The signal of the continuous Hasbunnallah wa nimal wakeel, on the school microphone, will activate a process of children being ushered in to the school building if on the playground or in the outdoor EYFS area as quickly as possible.
- Members of staff on duty to do a sweep of the outdoor areas before coming into school and securing the outside doors.
- Children and staff will remain in the room they are in. Staff will ensure windows, blinds, roof openings and doors are closed. Children to be positioned under tables where appropriate and away from windows and doors. Lights, smart boards and computer monitors to be turned off. Staff should sit on a chair, on the floor or under a table.
- The Headteacher will decide if children and staff would be safer in the hall or in on particular classroom depending on the emergency situation.
- A register will be taken using the fire registers once in lockdown positions.
- Once the police are called the School Administrator will hand out the registers.
- Children or staff not in class for any reason will proceed to the nearest occupied classroom and remain with that class, e.g. children using toilets when continuous Hasbunnallah wa nimal wakeel,

Headteacher and/ or Deputy Headteacher to ensure all outside doors are secure and then base themselves in the corridor.

If any worshippers are in the premises, would follow the same procedure as the school

NO ONE SHOULD MOVE ABOUT THE SCHOOL ONCE IN PLACE.

- Staff to support children in keeping calm and quiet.
- Staff to remain in lock down positions until informed by key staff that there is an all clear.
- This will take place by a verbal 'all clear' message from the Headteacher or Business Manager.
- As soon as possible after the lock down is at an end, teachers return to their base classroom and conduct a register and notify the office immediately of any pupils not accounted for.

Staff Roles

- School Administrator ensure that the front entrance door is locked and police called if necessary.
- Head teacher to shut and lock the outside and shut the inside office door.
- Individual teachers/ HLTAs/ TAs lock or close the classroom doors and windows. Nearest adult to check exit doors in KS2/KS1/EYFS are locked.
- Staff on PPA stay where they are
- Staff or children in masjid taken to the classroom
- All other staff/ children head to the nearest classroom.

STAFF/VISITORS CANNOT SIGN OUT OR LEAVE THE PREMISES DURING LOCK DOWN

Communication with Parents

- If necessary, parents will be notified as soon as it is practical to do so via the school text system.
- Depending on the type and severity of the incident, parents may be asked NOT to collect their children from school as it may put them and their child at risk.
- Pupils will not be released to parents during a lockdown
- Parents will be asked not to call school as this will tie up emergency lines
- If the end of the day is extended due to the lockdown, parents will be notified and will receive information about the time and place pupils can be picked up from office staff or emergency services
- A letter to parents will be sent home as soon as possible following any serious incident to inform parents of the context of the lockdown and to encourage parents to reinforce with their children the importance of following these procedures in very rare circumstances.

Invacuation drills

Practices will take place a minimum of twice a year to ensure everyone knows exactly what to do in such a situation. Monitoring of practices will take place and debriefed to staff so improvements can be made. (Children will not be asked to hide during practices)

Policy updated- September 2020

To be reviewed- June 2023