

Al-Noor Primary School

COMPLAINTS POLICY

1. Introduction

1.1 Al-Noor Muslim Primary School prides itself on the quality of the teaching and pastoral care provided to its pupils. Everyone at Al-Noor Primary School works hard to fulfil the school aims and help every child to be and do the best they can in a spirit of sincere well-wishing, warm regard and high aspirations. However we recognise that despite our excellent intentions and reflective practise, parents may still feel we fall short from time to time. If parents need to make a complaint, they can expect it to be dealt with by the School in accordance with this Procedure.

1.2 Al-Noor Muslim Primary School values all of our staff. At no time will we tolerate our staff being subjected to abuse, threatening or immoral behaviour. Al-Noor Muslim Primary School reserves the right to take legal recourse against anyone that displays threatening or violent behaviour towards any member of our staff.

1.3 Al-Noor Primary School believes that complaints form a positive part of self evaluation and school improvement processes. This is in accordance with the Islamic ethos of the school that requires us to act as ‘a mirror to one another’ – in terms of good advice and feedback. This is also in the spirit of an important saying of the famous companion of the Prophet Muhammad, May peace be upon him, ‘Umar ibn Al-Khattab, who said, ‘Hold yourself to account before the Day of Account.’

1.4 Definition

1.4.1 Parents rarely use the word “complaint” when making a complaint, particularly when making Stage 1 face to face complaints but also when making Stage 2 complaints in writing to the headteacher. Thus a definition of what constitutes a complaint is useful.

1.4.2 A parental complaint for the purposes of this policy will be defined as:
“a statement from a parent to his/her child’s teacher, the deputy headteacher, the school office or the headteacher that some aspect of his/her school experience of that of his/her child is unsatisfactory or unacceptable”

PROCEDURE

2. Stage 1 – Informal Resolution

2.1 It is hoped that most complaints and concerns will be resolved quickly and informally. If a parent has a complaint they should contact their child’s class teacher. Class teachers should keep a log of complaints made to them. In many cases, the matter would be resolved immediately by this means to the parents’ reasonable satisfaction and within two weeks of the complaint being made.

2.2 If the class teacher cannot resolve the matter alone, it may be necessary for him/her to consult other staff members before returning to the parent.

2.3 Complaints made directly but verbally to the headteacher will usually be referred to the relevant class teacher unless the headteacher deems it appropriate for him/her to deal with the matter personally.

2.4 However, if parents are not satisfied they will be advised to obtain a copy of the complaints policy from the school office or website and proceed with their complaint in accordance with Stage 2 of this procedure.

3. Stage 2 – Formal Resolution

3.1 If the complaint cannot be resolved on an informal basis, then parents should put their complaint in writing to the Headteacher. Parents will receive a written confirmation of receipt of the complaint within two days of the headteacher receiving it.

3.2 The headteacher will decide, after considering the complaint, the appropriate course of action to take. It may be necessary for the headteacher to carry out an investigation. However, the headteacher will keep written records of all meetings and interviews held in relation to the complaint, keeping all parties fully informed where necessary.

3.3 Once the headteacher is satisfied that, insofar 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 headteacher will also outline the reasons for the decision. This will be done within 28 days of receiving the complaint.

3.4 Should the matter not be resolved to the parents' satisfaction within these discussions, they will be advised to proceed with their complaint in accordance with Stage 3 of this Procedure.

4. Stage 3 – The Complaints Panel

4.1 If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Secretary of the Board of Trustees, who has been appointed by the Board of Trustees to ensure the Complaints Policy is fully adhered to.

4.2 The matter would then be referred to the complaints panel of the Education Team of the Board of trustees for full consideration. The Panel will consist of at least two members of the Board of trustees not directly involved in the matters detailed in the complaint and an independent panellist from the local Muslim community.

4.3 The Secretary of the Board will acknowledge the complaint within two days of its receipt and schedule a hearing to take place as soon as practicable and normally within 14 days. This will be dependent upon availability of the panellists and the complainant. Parents will be informed of the hearing in writing, at least a week in advance.

4.4 If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than 7 days prior to the hearing.

4.5 Parents may be accompanied to the hearing by one person of their choice.

4.6 Where possible, the Panel will resolve the parents' complaint immediately without the need for further investigation. Where further investigation is necessary, the Panel will decide how this should be carried out.

4.7 After due consideration of all facts they consider relevant, the Panel will reach a decision with a set of findings from which they will make appropriate recommendations. It shall complete this within 7 days of the Hearing. The decision of the Panel will be deemed final.

4.8 The Panel's findings and recommendations will be sent in writing to the parents, the Head, the Board of trustees and, where relevant, the person complained about.

4.9 A copy of the panel's findings will be kept on the school premises for inspection by the chair of trustees and the headteacher.

5. EYFS

5.1 Parents of children in the EYFS may complain to Ofsted if they are not satisfied with the school's response through all the stages of the complaints procedure if they believe the school is not meeting the EYFS requirements: online at <https://contact.ofsted.gov.uk/onlinecomplaints>, or by phone on 0300 123 4666.

6. Privacy & Confidentiality

6.1 All concerns and complaints will be treated seriously and confidentially. Correspondence, statements, records, written reports and findings will be kept confidential except in so far as is required of the school by *section 109 (1) and (2) of The Education and Skills Act 2008* where disclosure might be required in the course of a school inspection, or the Secretary of State might request access, or where any other legal obligation prevails.

6.2 However written records will be kept of all complaints indicating whether they were resolved at Stage 2, or whether they proceeded to a panel hearing and detailing what action was taken by the school as a result of those complaints. See Appendix 2 for a sample log.

7. Monitoring and Review

7.1 The Board of trustees monitors the complaints procedure by examining school complaints data from the headteacher on an annual basis. The data is evaluated by examining the contents of each case. Areas of improvement are highlighted and introduced into a review of school procedures.

7.2 The Board takes into account any changes to the Independent School Standards or other guidance that might affect the complaints process and makes necessary modifications to this policy.

7.3 This policy is available from the school website and from the school office to any parent requesting a copy. It is also summarised and circulated in the school's termly newsletter and parental handbook.

7.4 This policy will be reviewed once every year, or before if the need arises.

7.5 Review Date: September 2019.

Signed, on behalf of the Board of trustees by: _____

Signature: _____ **Date:** _____

Appendix 1

No. of complaints for academic year: 2017-18

There were a total of five complaints at second stage or above, all of which were resolved. Two were partially upheld and three were not upheld. There were no complaints at stage three.

Appendix 2

Complaints 20-----

No	Second Stage	Third Stage	Open/Closed/resolved	Manner of Resolution	Date of Resolution	Upheld?	Parents satisfied?	Action taken by School
1								
2								
3								
4								

There has been a total number of - complaints at second stage or above for academic year 20---.

Version History

Version Number	Date
CP.17-18.2	06/12/17
CP.18-19.1	19/11/18