

## Complaints Policy

### 1. Introduction

**1.1** We believe that Noor ul Islam Primary School provides a good education for all our children, and that the Headteacher and other staff work very hard to build positive relationships with all parents. To ensure the school is a positive environment that is conducive to learning, a complaints procedure is in place for parents should the need arise. The following policy sets out the procedure that the school follows in such cases.

**1.2** If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to talk to the child's class teacher immediately.

**1.3** The school's policy is in line with The Department for Education (DfE) guidance found in the School Complaints Toolkit (August 2014). 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 properly 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 as swiftly as possible. 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 are included in Appendix 1.

### 3. The complaints process

**3.1** If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, informally discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is 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 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 Headteacher and/or Headteacher*. Management considers any such complaint very seriously and will work to bring an amicable solution to the issue at hand. Most complaints are normally resolved by this stage.

**3.3** Should a parent wish for this to be a **formal complaint** then it must be in written format via letter or email. The letter or email should also clearly state the fact that it is a formal complaint. In the absence of a written complaint, the school will consider this to be informal. The formal complaint will be acknowledged within two working days and resolved within 10 working days.

**3.4** Should a parent feel that the issue with the school has not been resolved despite the intervention of the school management, then a formal complaint in writing or by email can be made to the Chair of Governors, Yusuf Hansa. In such an eventuality the procedure will be as outlined in this policy.

**3.5** Should a parent have a complaint about the Headteacher, we would encourage a dialogue with the Headteacher to help resolve the issue; if this is not possible then s/he should make a formal complaint to the Chair of Governors, Yusuf Hansa, in writing or by email.

**3.6** The written notification should make clear the grievance and state that it is to be formally considered under these arrangements. The Governors will acknowledge receipt of the complaint within 7 days and aim to resolve the issue within 21 days.

**3.7** The Governors will then endeavour to resolve the complaint by working with the school Headteacher and the complainant. Should the complainant still feel unhappy about the outcome then the complaint can be forwarded to an independently led complaints committee.

**3.8** The independently led complaints committee will be led by one independent person as well as two other school governors who have previously not been involved with the subject of the complaint.

**3.9** The complainant is offered the opportunity to make an oral presentation to the independently led complaints committee to supplement the written complaint. He or she may be accompanied, if desired, by a friend or representative.

**3.10** The Headteacher and the Chair of Governors should not be members of the independently led complaints committee, which must act and be seen to remain impartial.

**3.11** The aim of the hearing will be to resolve the complaint, where appropriate, and achieve reconciliation between school and the complainant. However, it is recognised that the complainant might not be satisfied with the outcome, should the hearing not result in the decision they wanted.

**3.12** Some of the possible outcomes that may occur as a result of a complaint being upheld could include the following;

an apology;

an explanation;

an admission that the situation could have been handled differently or better;

an assurance that the event complained of will not recur;

an explanation of the steps that have been taken to ensure that it will not happen again;

an undertaking to review school policies in light of the complaint.

**3.13** The independently led complaints committee should detail their findings and any recommendation in writing. A copy of this should be given to the Board of Governors and Headteacher.

**3.14** The complainant will be notified in writing of the outcome of the hearing as soon as possible after the meeting and within 2 weeks.

**3.15** All correspondence, statements and records of complaints are to be kept confidential.

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

**4.1** The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher logs all complaints received by the school and records how they were resolved. The governors are made aware of complaints every quarter either through the sub-committees and Board meetings. 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, so that they can be properly informed about the complaints process. It is also available on the school website.

**4.3** Governors will review this policy at least every two years.

## SCHOOL PARENTAL COMPLAINTS PROCEDURE

### Appendix 1

#### INFORMAL STAGE

A parent has a concern about their child or the school, he/she can contact the class teacher to discuss the issue. Most issues can be resolved by the class teacher. Should the parent feel that it hasn't been resolved he/she can contact the Deputy Headteacher or Headteacher to discuss the matter further. Most issues are amicably resolved at this stage.

#### FORMAL STAGE

##### STAGE 1

On receipt of a written or emailed complaint the Deputy Headteacher or Headteacher is advised to convene a meeting with parent(s) to try to resolve issues in-school. Where possible the complaint should be acknowledged **within two working days** of receipt and resolved within ten days.

*If the complaint is not resolved*

##### STAGE 2

The Headteacher is advised to refer parent(s) to the Chair of the governing body. The Chair of Governors, Yusuf Hansa, is required to send acknowledgement **within seven days** of receipt and resolve the issue within **21 days**. Here the resolution should state whether the complaint is upheld fully, partially or not upheld.

*If the complainant is not satisfied with the outcome from the Chair of Governors.*

##### STAGE 3

The Chair of Governors to arrange an independently led complaints panel hearing, chaired by a person independent to the school and two other governors 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 Headteacher and where relevant the complainant. This complaints panel will aim to complete their findings within 2 weeks of the complaint panel hearing.