



# COMPLAINTS POLICY

**2024-25**

**Principal: Ms. Sadia Wajid**

## **Policy Statement**

The policy of the school is to treat all concerns and complaints seriously and confidentially, in accordance with the set procedures. If parents do have a complaint, they can expect it to be treated in accordance with this procedure. Correspondence, statements and records will be kept confidential.

## **Aims**

Al Sadiq Islamic English School takes pride in the quality of the teaching and pastoral care that the school provides to its pupils; however, if parents do have a complaint, they can expect it to be treated in accordance with this procedure. Correspondence, statements and records will be kept confidential.

## **Practice and Procedure**

### **Stage 1: Informal Resolution**

- It is hoped that most complaints and concerns will be resolved quickly and informally
- If parents have a complaint they should normally contact their son/daughter's class teacher/form tutor in the first instance. If the case is not resolved by the teacher/form tutor, the matter will then be escalated to the Section Supervisor. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Section Supervisor cannot resolve the matter, it may be necessary for him/her to consult the respective Head of Section/Vice Principal
- Complaints made directly to the Senior Leadership Team, including the Principal, Vice Principal (Primary/Secondary), Head of Primary or Head of Secondary will usually be referred to the relevant Form tutor or Section Supervisor unless the Principal deems it appropriate for him/her to deal with the matter personally
- The Form tutor or Section Supervisor will make a written record of all concerns and complaints and the date on which they were received. If the complaint is registered by email, the email should be acknowledged within 24 hours to explain that the complaint is being investigated. Should the matter not be resolved within three working days or in the event that the Form tutor or Section Supervisor and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage Two of this procedure

### **Stage 2: Formal Resolution**

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing using the administration email address ([secretary@alsadiqschool.com](mailto:secretary@alsadiqschool.com)). The Principal will decide the appropriate course of action to take in discussion with the Senior Team
- In most cases, a member of Senior Leadership will meet or speak to the parents concerned, normally within two working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage
- It may be necessary for the Principal to carry out further investigations
- The Principal and Senior Leadership Team will keep written records of all meetings and interviews held in relation to the complaint

- Once the Principal is satisfied that, so far 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. (Normally within five working days of the Principal receiving the complaint) The Principal will also give reasons for his decision

### **Stage 3 - Official hearing by the Board of Governors**

If the complaint cannot be resolved at the level of the Principal, the parent has the right to appeal. A panel of up to three Governors may hear an appeal. The person making the complaint can request to be accompanied to the panel hearing. The panel's decision would be final. The School Administration will provide an email contact for the Chair of the Board of Governors if this action is necessary.

## **Assessment and Record Keeping**

### **Stage 1**

The Form tutor or Section Supervisor will make a written record of all concerns and complaints and the date on which they were received. A copy of this written record will be passed to the relevant Senior Leadership Team for information and a copy will be stored in the pupil's pastoral file.

### **Stage 2**

A written record of all formal resolution will be stored in the Principal's office. The file will usually consist of the following documents:

- A copy of all email correspondence between the parent(s) and the school
- Minutes of all meetings held by the investigating party within the school
- Minutes or notes with regard to all interviews or conversations conducted by the investigating party within the school
- A copy of the final correspondence to parents confirming the outcome of the investigation

### **Stage 3**

A copy of any email correspondence will be added to the relevant complaints file in the event that a parent wishes to appeal the Principal's decision. A copy of the relevant complaints file will be handed to the chair of governors immediately.

## **Staffing and Resources**

### **Stage 1**

The Form tutor or Section Supervisor will be responsible for all informal resolutions

### **Stage 2**

- Principal (Chair)
- Vice Principal/Head of Section
- Section Supervisor/Inclusion Team (as and when necessary depending on pupil involved)

### **Stage 3**

- Chair of Governors (Chair)
- Up to two further Governors