



## Fitrah SIPS Policy on Parental Complaints

### 1 Introduction

1.1 We strive to provide a good education for all our children. The Head Teacher and staff work very hard to build positive relationships with all parents and carers. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedures 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 concerns relating to the school, we encourage them to talk to the child's class teacher immediately.

1.3 The school's policy is in line with Government requirements. If the school cannot resolve any complaint itself the issue is referred to the school's 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 seek to provide sufficient opportunity for any complaint to be fully discussed, and then resolved. The procedures and timescales are summarised pictorially in Annex A & B.

2.2 Fitrah SIP School values all of our staff. At no time will we tolerate our staff being subjected to abuse, threatening or un-Islamic behaviour, and reserves the right to take legal recourse against anyone that displays threatening or violent behaviour towards any member of our staff.

Fitrah SIP 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' – this is as a mirror of good advice and accurate feedback. This is also in the spirit of an important saying of the famous companion of the Prophet Muhammad, peace be upon him, Umar ibn Al-Khattab, who said,

'Hold yourself to account before the Day of Account.'

### 2.3 Definition

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 Head Teacher. Thus a definition of what constitutes a complaint is useful. 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 or that of his/her child is unsatisfactory or unacceptable"

### **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 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 Head Teacher. We consider any such complaint very seriously and seek to investigate each such case thoroughly. Most complaints are normally resolved by this stage. This should be resolved where possible within three school days.

3.3 Should a parent have a complaint about the Head Teacher, s/he 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 s/he can to resolve the issue through a dialogue with the school, but if a parent is unhappy with the outcome, s/he can make a formal complaint, as outlined below.

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 should send this written complaint to the Chair of Governors, Mr Sabir Amin, who must acknowledge receipt of this complaint within nine days.

3.5 The governing body must consider (and seek to resolve) all written complaints within three weeks of receipt (21 days). It will arrange a meeting to discuss the complaint, and invite the person making it to attend the meeting, so that s/he can explain her complaint in more detail. The school will aim to give the complainant at least three days' notice of the meeting. Legal representation will not be appropriate at this stage and may result in the hearing and outcome being adjourned.

3.6 After considering all the evidence the governors will make their decision and inform the parent of their conclusion in writing. The governors will do all they can at this stage to resolve the complaint to the parent's satisfaction.

3.7 If the complaint is not resolved, a parent may make representation to the school's complaints panel. A further meeting is chaired by an independent person - independent of the management and running of the school – whom will consider all the evidence and makes a further judgement in an attempt to resolve the complaint. The two other members of the panel, alongside the independent Chair of the panel, should not have been involved in the complaint prior to it reaching this stage.

3.8 The complainant may be accompanied by a friend or representative to any discussions / meetings.

3.9 The panel should detail their findings and any recommendation in writing. A copy of this should be given to the Board of Governors, Head Teacher, the complainant and, where relevant, the person complained about.

3.10 If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.

3.11 All written records of complaints must be kept, indicating whether they were resolved at the preliminary stage, or whether they proceeded to a panel hearing and the subsequent outcome from this.

3.12 All correspondence, statements and records of complaints are to be kept confidential. However the record of formal complaints (i.e. the annual number of formal complaints) should be made available to parents, the Secretary of State and other interested parties (e.g. Ofsted inspectors) 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 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 must 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.

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

#### 5 Privacy & Confidentiality

5.1 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 162A of the Education Act 2002 where disclosure might be required in the course of a school inspection; or where any other legal obligations prevail.

5.2 However written records will be kept of all formal complaints.

	Name & Position	Signatures	Date
<b>Date adopted:</b> 03/12/2014 <b>Revised:</b> 07/12/2014 21/03/2017	Ali Rahmoune Head Teacher - Governor		28/03/17
	Nazrul Islam Chaudhery Governor - Director		28/03/2017
<b>Review by:</b> 21/03/2017	Sabir Amin Chair of Governors - Director		28/03/2017

# SCHOOL PARENTAL COMPLAINTS PROCEDURE

## **Annex A**

A parent complains directly to the school about a school related issue. Schools are advised to resolved complaints informally, but if this cannot be done the complainant should be advised to put their complaint in writing to the Head Teacher.

### **STAGE 1**

On receipt of a written complaint the Head Teacher is advised to convene a meeting with parent(s) to try to resolved issues in-school. Where possible the complaint should be acknowledge within three days of receipt and resolved with nine days.

If the complaint is not resolved:

### **STAGE 2**

The Head Teacher is advised to refer parent(s) to the Chair of Governors. The Chair of Governors advised to send acknowledgement within nine days of receipt and resolved 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**

Chair of Governors to arrange complaint panel hearing, chaired by a person independent to the school and two 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.

If the complainant is still not satisfied with the outcome from the panel hearing:

### **STAGE 5**

The complainant is entitled to appeal to the Secretary of State for Education. Details on how to do this can be obtained from the school

# SUMMARY OF SCHOOL COMPLAINTS PROCEDURE

## Annex B

