



# Complaints Procedure

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Policy

**Al-Falah Primary School**

**Reviewed 10.10.16**

**Reviewed 03.09.18**

## Complaints Procedure

### Procedure for dealing with complaints:

At Al- Falah Primary School we firmly believe in a continued policy of progress and development. In order to achieve this it is necessary to have a circle of communication between parents, pupils, and the school. Without this, pupil's needs are not best met. In the school all kinds of queries arise on a daily basis. We have prepared this guidance document to help parents to know who to contact.

### If you have a concern or complaint:

We would like you to tell us about it. We welcome suggestions for improving our work and want to know if you have any concerns. If you have a concern, please let us know as soon as possible. It is difficult for us to properly investigate an incident, which happened some time ago. Staff at the school will make every effort to respond to your call / letter within 48 hours. More serious issues will be responded to within 24 hours. Due to the complex nature of some issues it is not always possible to resolve matters within this time frame, but staff will at the very least acknowledge your concern and indicate who is dealing with the matter.

When telephoning, please be aware that most staff will be teaching and that on many occasions you will be asked to leave a message. If the matter is urgent then you can ask the office staff to find you a senior member of staff who will be able to help you.

If you are not sure of the name of the person you want to speak to, the office staff can tell you who you need to contact.

### **Please Note...**

It is not always possible to see a member of staff without a prior appointment. To avoid disappointment, please book an appointment.

### **Concern or Complaint:**

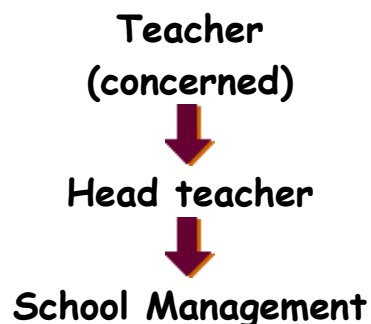
If a concern is raised and not dealt with, it becomes a complaint. Concerns and routine queries should be raised with the teacher concerned. Complaints of a serious nature should be made to the Head Teacher, or if the complaint refers to the Head Teacher then the complaint should be made to the designated Governor.

### **Please raise your concerns before they become complaints:**

In some circumstances it is necessary for the Head teacher to pass down an issue to another member of staff. This does not mean that the school is taking your concern any less seriously. Through delegation we are trying to ensure that your concern is dealt with as quickly as possible.

### **What you can do to help:**

- Keeping us up to date with contact numbers: work, home, mobile, fax, and e-mail are all useful in helping us to contact you more efficiently.
- When telephoning, please be aware that most staff will be teaching and that on many occasions you will be asked to leave a message. If the matter is urgent then you can ask the office staff to find you a senior member of staff who will be able to help you.
- Know who to contact:



### **Stage 1 - The Teacher:**

We place great emphasis on the role of the Teacher. It is the Teacher who has the most regular contact with your child, monitoring attendance, academic performance and the general welfare of your child.

If you have a query or a concern, please contact the Teacher first.

If the teacher is unable to resolve the situation they will seek assistance of the Head Teacher.

### **Stage 2 - The Head teacher:**

If you have a complaint which you feel should be looked at by the Head teacher in the first instance you can contact Mr. Mohammad Abu Hussain (head teacher) straight away. It is usually best to discuss such problems face to face, and for this you will need an appointment or you can give it in writing. This can be done by phoning the School's Secretary Shah Abdullah, to whom you may speak to in confidence. It is always useful if Mr. Hussain is made aware of the nature of the complaint before he meets with parents as it enables him to make some initial investigations on your behalf and will try to resolve the problem within 48 hours.

### **Stage 3 - The School Management:**

We will do all that we can to resolve matters straight away but if you are not entirely satisfied with the Teachers' response or with the Head teacher's actions if he has already been involved then you can make a formal complaint to the Governors. This should be made in writing to Moulana Sharif, the governor designated by the governing body to deal with complaints. Please ensure that all details regarding the nature of your complaint are included in this letter. You can contact him in confidence via the school address or through the School Secretary.

In the first instance M Sharif will try to resolve the complaint usually by inviting the complainant and if they prefer a friend. He will then carry out an investigation and a further meeting may be held if necessary. A written response to this will be made to the letter. All findings will be recorded. If the complainant feels that issues surrounding their complaint remain unresolved then the matter will have to be heard by a review panel elected by the School's Governors. The governor designate will inform the School Governors of the complaint, who will meet to elect

a review panel of three persons from the School's governing body. These will be persons who have not been directly involved in the complaint itself. At least one member of this panel will be independent from the management and running of the school. A letter confirming this will be sent to parents however the governor designate will remain the liaison between the school and the parents at this stage and a meeting will be held within 28 days of the matter being sent over to the panel. Should the parents and a friend wish to attend the panel hearing then this should be mentioned to the designated governor.

**Review Panel:**

At panel review stage, the School's governors hope that the complaint will be finally resolved. The panel has the authority to initiate findings to be made and present recommendations to the School if it deems necessary. Details of these findings will be available to parents, the head teacher and other relevant persons.

**Confidentiality:**

In order to ensure that your complaint is dealt with as effectively as possible a record is kept of all oral and written correspondences between the school and complainant in confidentiality. Furthermore a written record of the complaint and its progress is kept in the school office.

(Complaints form attached)

Signed: -----Date.....

Name-----

Signed: -----Date.....

Name-----



**Complaints Form**

Name of Child: \_\_\_\_\_

Name of Complainant: \_\_\_\_\_

Relationship to Child: \_\_\_\_\_

Nature of Complaint: \_\_\_\_\_

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Details of Complaint: \_\_\_\_\_

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Complaint Received by \_\_\_\_\_ Position

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Date: \_\_\_\_\_