

Complaints Policy

DO YOU HAVE A COMPLAINT?

We are committed to providing a quality service and education to the highest possible standards. However, there are always margins for error and complaints may arise. One of the ways in which we can continue to improve the work that we do is by listening and responding to the views of our stakeholders - parents, staff and students - that are directly affected by our activities. If you are dissatisfied with the quality of the service we provide, we need to know so that we can make improvements.

The purpose of the Complaints' Procedure is to outline a method by which complaints can be dealt with in the most efficient manner with the least disturbance possible. We wish to make the process of making a complaint as easy as possible.

Sincere advice is a basic element of our faith and backbiting is something to be avoided. There are many ways to address issues that are affecting you or your children, and we hope that the procedure below allows us all to work together to find solutions to any issues that we can address and improve.

This document does not relate to complaints about the School Curriculum or the Admissions' Procedure. If you have concerns of questions about the curriculum, you should contact the Curriculum Coordinator via email on primary@alislamia.org.uk in the first instance, followed by a referral to the Head Teacher if you are not satisfied with the response. Complaints about admissions should be referred to the Head.

Who is responsible?

The following are general guidelines for some of the areas of responsibility within the organisation:

You must look carefully at the roles and responsibilities of the teachers, managers and other staff that are detailed in this document. This will help you to work out who is directly responsible for the area of the school that you are concerned about.

Trustees

The Trustees are a voluntary group of community members recruited to the position of overseeing the successful implementation of the legal and statutory requirements of the school, including SEND, Recruitment and Admissions. The Chair of Trustees is considered, in this instance, as the Line Manager for the Head Teacher.

We promote IKHLAS:

Inspiration – **Knowledge** – **Healthy Living**
Leadership – **Aspiration** – **Spirituality**

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Head Teacher

The Head Teacher's main aim is to raise the good name of the School by maintaining high academic standards and ensuring that the behaviour and conduct of teaching staff and pupils is of the highest possible standard. The Head Teacher will, in addition, be responsible for the administering of discipline generally, and the personal health and safety of everyone in the School. The Head Teacher is the Line Manager for the Pastoral Lead and Curriculum Coordinator

Pastoral Lead

The Pastoral Lead works closely with the Head Teacher and Curriculum Coordinator to oversee the implementation of our values through a focus on wellbeing and behaviour. The Pastoral Lead ensures that community links with local support networks and services are maintained through a variety of school-based activities such as collecting food for food banks; encouraging children to develop awareness of their community, etc. In addition, the Pastoral Lead organises theme days throughout the year that focus on Islamic concepts and personalities such as Prophets of Islam, Eid and Muharram.

Curriculum Lead/Deputy Head Teacher

The curation and organisation, delivery, monitoring and evaluation of the curriculum delivered at Al-Islamia is under the purview of the Curriculum Coordinator/Deputy Head Teacher. In addition to monitoring the teaching and learning, the Curriculum Coordinator/Deputy Head Teacher also works with the Head Teacher and teachers to organise and ensure the delivery of events and activities designed to enhance children's understanding of the world around them, and to broaden our children's experiences. The Curriculum Coordinator/Deputy Head Teacher is the Line Manager for all teaching staff.

Teachers

A teacher is responsible for the direct academic and personal development of the pupils and for classroom management and discipline. Teachers have an important function to play in communicating with parents, enabling them to support the educational progress through additional support if needed, as well as submitting regular progress reports and assessments.

Making a Complaint

WHAT SHOULD YOU DO?

We treat as a complaint any clear expression of dissatisfaction which calls for a response. Complaints must be made using the procedures outlined in this document. If these procedures are broken, this itself can rightly be treated as a complaint and the complaints procedure applied against the complainant.

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The areas of responsibility and line management described in this document should help you in deciding who your complaint should be addressed to. Please contact the school if you are not sure where to send your complaint. When expressing your complaint, the complainant MUST provide contact details, including telephone numbers and a postal and email address so that the School can communicate with you about the complaint. It would also be useful at this point to indicate what sort of outcome you are looking for.

Procedure

Our complaints procedure has four stages and these should be followed in the order set out below:

Stage One

The vast majority of concerns and complaints can be resolved amicably and informally. The first step is to try and resolve the matter in person. This can be done by:

1. Approaching the School Office to organise an appointment with the related party
2. Having an informal discussion, with relevant parties, face-to-face. A Line Manager or member of the SLT is likely to be present during these meetings. The person(s) involved/present may keep informal notes of such discussions along with the response to it.

Timescale: It is hoped that this stage of the complaint's procedure is completed within 2 weeks.

Stage Two: Referral to Line Manager/Team Leader

If a satisfactory outcome is not achieved at Stage One for the complainant, they should move to Stage Two.

1. A written complaint should be made to the appropriate Line Manager. This can be delivered in writing or via email to info@alislamia.org.uk.
2. The Line Manager will conduct a formal investigation into the complaint, which will include separate interviews with the complainant and accused.
3. When the investigation into the complaint is completed, the Line Manager meets with the complainant to discuss the outcome.

All records will be kept securely for this stage of the Complaints' Procedure.

Timescale: It is hoped that this stage of the procedure will take no more than three weeks to investigate and resolve.

We hope to ensure that by the end of Stage 2 the outcome will be to your satisfaction. If we cannot agree on a satisfactory outcome, we hope that the complainant will appreciate that the complaint has been dealt with fully, fairly and impartially. However, if the complainant is still unhappy, they may ask for their complaint to be considered at Stage 3 of the procedure.

WHAT IF YOU ARE STILL NOT HAPPY?

Stage Two: Referral to Line Manager/Team Leader

If no satisfactory outcome is achieved and you are unable to resolve your complaint at Stage One, move to Stage Two where you will need to speak or write to the appropriate line manager.

The line manager will conduct a formal investigation of the complaint, which will include separate interviews with the complainant and accused.

When the investigation into the complaint is completed, the line manager meets with the parent to discuss the outcome.

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Timescale: It is hoped that this stage of the procedure will take no more than three weeks to investigate and resolve.

If the complaint is with the Line manager then the procedure will be conducted by the Headteacher.

We hope to ensure that by the end of **Stage 2** the outcome will be to your satisfaction. If we cannot agree on a satisfactory outcome, we hope that at least you will appreciate that the complaint has been dealt with fully, fairly and impartially. However, if you are still unhappy you may ask for your complaint to be considered at **Stage 3** of the procedure.

Stage 3: Meeting with Head Teacher and/or Trustees

If the complainant is not satisfied with the outcome of the investigation carried out during Stage 2, he or she can request a meeting with the Head Teacher and the Trust. The complainant can have a friend or partner present if required, while the accused will be supported by their Line Manager.

The Trustee details are as follows:

Trustee Chair:

(Molana) Haroon Mahmood Makda

0771 728 1179

haroon@darululoomleicester.org

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Trustee Member:

(Molana) Ahmed Dadibhai

07968486910

adadibhai@gmail.com

Committee Member:

Wasim Choudhury

07384169942

wasim.choudhury@gmail.com

(Molana) Sulayman Bhula

s.bhula@yahoo.co.uk

An agreed written record of the discussion is made during the meeting, as well as a record of any decision or action to take as a result. All parties present at the meeting sign the record and receive a copy of it.

The signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the main points are logged in the Complaints' Summary record.

Timescale: It is hoped that this stage of the complaint's procedure is completed within 2 weeks.

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Stage 4

If, at Stage 3, the complainant and school cannot reach agreement, an external panel is appointed to help to settle the complaint.

1. This panel should be acceptable to both parties, listen to both sides and offer advice
2. The panel should consist of at least three people who were not directly involved in previous consideration of the complaint
3. One person on the panel MUST be independent of the management and running of the school
4. When the panel has concluded their investigations, a final meeting between the complainant, Line Manager and the Head Teacher/Chair of Trustees is held. A representative of the panel will lead this meeting.
 - a. The purpose of the meeting is to reach a decision on the action to be taken to deal with the complaint. The panel's advice is used to reach this conclusion.
 - b. A record of this meeting, including the decision on the action to be taken, is made
 - c. Everyone present during this meeting must sign the record and receives a copy of it
 - d. This signed record signifies that the procedure has concluded.

The panel has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved. The procedure will allow parents to attend and be accompanied.

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The panel is expected to keep all discussion confidential. The panel can hold separate meetings with the school staff and the complainant, should this be deemed necessary. The panel must keep an agreed written record of any meetings that are held and of any advice that is given.

Persons Appointed to the Panel at Stage 4:

Mr Imtiaz Vohra

21 Fairfield Street

Leicester

LE5 5BH

0116 2614633/07968336380

Imtiaz.vohra@sanctuary-housing.co.uk

Mr Mohammed Chothia

70 Ashbourne Street

Leicester

LE2 0FA

07932627281

Mohammad Isa Abdullah

4 Bakewell Street

Leicester

07983580087

Timescale: it is hoped that this stage should be completed within 3 weeks.

General Applications

Timescale: The timescale proposed above is for non-serious complaints and all parties will be notified if any timescale is going to be longer than highlighted. Timescales for more serious complaints may vary and relevant parties will be informed about this.

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Anonymous complaints: It will usually be the case that anonymous complaints are disregarded. If an anonymous complaint refers to something quite serious then it will be at the Headteacher's discretion to decide whether the complaint warrants investigation. Similarly, petitioning and lobbying are not considered valid forms of complaint and is a breach of discipline in itself. If two or more people share a complaint, they must follow the procedure individually.

Confidentiality: Conversations/correspondence/forms/documents relating to the complaint will be treated with confidentiality, except from the OFSTED/independent school inspectors and such related parties as per our Data Protection Policy.

Suspension from Duty: In some circumstances, it may be considered advisable to suspend a member of staff from duty whilst the complaints procedure is in progress. This will not, however, constitute disciplinary action against that staff member.

Complaints against a parent: If a member of staff has a complaint against a parent, the Head Teacher will act as line-manager for Stage Two of the procedure. The parent may, at any stage, be accompanied by a fellow parent as outlined in Stage Two of the complaint's procedure.

Student Complaints: Students must communicate their complaints through their parents/guardians who should then follow the Complaints Procedure as outlined above.

Record Keeping: All records will be kept securely as per our Record Keeping Procedure.

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