



Al Islah
Girls' High School
RESPECT EDUCATE ACHIEVE

Complaints Policy

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COMPLAINTS POLICY

Policy Statement

Al-Islah Girls High School values and actively seeks parental contribution in shaping its policies and its day-to-day running. We have open door policy where any parent can approach us at reasonable times. The management of Al-Islah Girls High School welcomes suggestions to encourage continuous improvements in the services provided to all their pupils. This would eliminate or at least minimise complaints from our students and parents. However, in the unlikely event of complaints, Al-Islah Girls High School has a policy in place to deal with it. This procedure is an overall indication on dealing with complaints satisfactorily, minimising any delay. The school will ensure that complaints will be handled in a professional but sensitive manner.

The aim of this policy is to ensure that a consistently high-quality education is provided to Al-Islah Girls High School's pupils. All complaints shall be taken seriously, regarded as constructive, and handled in confidence. It is our intention that all complaints/concerns may be resolved on an informal basis. However, if that is not possible the following procedure should be followed:

Responsibility

It is the responsibility of the Head-teacher to:

- listen to the concerns of individual pupils
- listen to informal/formal complaints from parents

Complaints Procedure

It is aimed that complaints be identified and addressed immediately, minimising the continuance of the source of concern.

Any pupils/parents/guardians wanting to forward a complaint or concern should follow the procedure below:

1. Any teacher may be approached confidentially with a complaint. The teacher will forward the complaint to senior members of staff, whereby a second meeting would follow to resolve the issue. Alternatively, a senior member of staff or the Head-teacher may be approached directly. Any teacher who is approached will keep the matter confidential and only notify the relevant people on a need-to-know basis.
2. If a pupil feels reluctant to voice their concerns to a teacher or a member of staff, then the Independent Listeners are available to all pupils. He/she will address the concerns of individuals and take appropriate action.
3. All pupils reserve the option of forwarding a complaint in the presence of parents, in which case a prior appointment should be arranged with the Head-teacher, to serve the convenience of all concerned. Pupils will not be penalised for making a complaint in good faith.
4. It is aimed that through explanation, advice and intervention, all matters be solved on an informal and mutual level, in a cordial manner. Thus, an appointed member of the Senior Management Team will listen to the concerns of the parents and try to reach an amicable outcome. A record of the discussion and its findings will be kept.
5. If the parent is still concerned with any aspect, he/she may forward a formal complaint, in writing, for the Head-teacher's attention.

6. The Head-teacher will formally acknowledge receipt of the written complaint within three working days. An appointed member of the Senior Management Team(not previously involved with the matter) will then initiate an investigation and liaise with the complainant and other parties involved, in order to resolve the issue.
7. Formal complaints will receive written responses. The timescale of taking action can vary depending on the nature of the complaint and possibility of parents/guardians presence. However, the school will endeavour to attend to complaints and report investigation findings to the complainants quickly as possible, and normally within ten working days.
8. Complaints will be resolved either to the complainant's satisfaction, or with as otherwise appropriate outcome which balances the rights and duties of pupils, without unreasonable delay.
9. If parents are dissatisfied with the response of the school to a formal complaint, they have the option of forwarding their complaint to an appointed panel. If they wish to do so, parents must request a panel hearing in writing.
10. Upon the receipt of a letter requesting a panel hearing, the Head-teacher will acknowledge receipt and arrange for a date of hearing within twenty working days. If deemed necessary, due to the nature of the complaint, a shorter time period for fixing a hearing date will be communicated.
11. The Head-teacher will serve all parties, i.e. the complainant, person(s) against whom the complaint is being made and panel members, with a letter of notification that will inform the concerned parties of the date, time and place of hearing. The Head-teacher will endeavour to grant all parties at least five days' notice prior to the date of the hearing.
12. The panel hearing will comprise of at least two panel members who have not previously been directly involved in the matter (usually members of the Senior Management Team and the Headteacher, if this is appropriate). The panel will also include one independent person/advisor. This may be the school's Independent Listener(s), who are independent of the management and running of the school.
13. If the complainant is a pupil of Al-Islah Girls High School, they will be expected to be accompanied by their parent/guardian.
14. If the complainant is a parent/guardian, they may be represented or accompanied by a friend or relative.
15. Upon hearing representatives from both sides, the panel will make a decision that will be expressed in writing. Within two weeks of the date of the hearing, a copy of the outcome will be given to the complainant, the Head-teacher, and where relevant, the person complained about.
16. The Head-teacher will ensure that a copy of the findings is available for inspection by the Proprietor and the Board of Trustees.
17. If the complaint or concern is about the HEAD-TEACHER, the formal procedure should be adopted from the outset, and the Board of Trustees should be contacted in writing. In such a case, the HEAD-TEACHER will not serve on the panel.
18. A written record will be kept of all complaints and their outcomes for review by the Senior

Management Team. These records will indicate whether the complaint was resolved at the preliminary stages or whether they proceeded to a panel hearing.

19. All correspondence, statements and records of complaints will be kept confidential, except where access to them is required by the Secretary of State or an official inspecting body.

20. All complainants reserve the right to refer matters to a neutral external body if they are dissatisfied with the response of the school.