

# Islamiyah Girls High School



## Complaints Procedure

Document Control:

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Approved by:	Governing Body

## **COMPLAINTS PROCEDURE**

We have faith that your child is generally content at this school. Nevertheless, occasional issues may arise over time. If you wish to file a complaint, please adhere to the following procedures. This process can be provided to parents/guardians of current or potential students upon inquiry.

1. If the complaint is not resolved at the school level, the next step would be to contact the school board or governing body. They will review the complaint and make a decision within a reasonable time frame.
2. If the matter still remains unresolved, there are external organisations that can be contacted, such as local education authorities or governing bodies. These organisations can provide support and guidance on how to progress with the complaint.
3. It is important to note that when making a complaint, it is best to provide as much detail and evidence as possible to support your case. This will help in ensuring that the complaint is taken seriously and is more likely to be resolved satisfactorily.
4. It is also recommended to keep records of all correspondence and interactions regarding the complaint, including dates, times, and any outcomes or resolutions. This will help in tracking the progress of the complaint and can be useful if there is a need to escalate the complaint further.
5. Overall, it is important to follow the proper channels and procedures when making a complaint, starting with the form teacher and escalating it as necessary. Open and clear communication is key to resolving any issues and ensuring a satisfactory outcome.

### **Anonymous complaints**

Anonymous complaints may not be investigated as it is important to have a source of information and the ability to gather relevant details for a fair and thorough investigation. However, the final decision on whether to investigate an anonymous complaint lies with the headteacher or chairperson of the governing body, who will assess the seriousness and validity of the complaint.

### **Time scales**

The complaint must be raised within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

### **Complaints received outside of term time**

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

## **Formal Complaints**

At Islamiyah, we understand that if the matter is not deemed to have reached a satisfactory conclusion, the complainant can ask for the complaint to be dealt with more formally. In such a case, the following steps should be taken:

1. Write a letter to the Headteacher, outlining the complaint and requesting a response. The Headteacher will reply back within ten working days.
2. If the complainant is not satisfied with the response from the Headteacher, a formal complaint in writing should be made to the Chair of the Governing Body. This should include all relevant details and supporting evidence.
3. If the complainant is still not satisfied, a complaints' committee will be set up. This committee will consist of three individuals who have not been involved in the matters detailed in the complaint. One of them will be independent of the management and running of the school.
4. The complainant will be required to attend a hearing with the complaints' committee to further discuss and resolve the matter. The complainant will be informed of the outcome within twenty one days of making a formal complaint.
5. During the meeting, the complainant may bring someone along, such as a relative or friend, to provide support. However, bringing legal representatives is generally not encouraged. There may be exceptions where legal representation is deemed appropriate, such as if a school employee is called as a witness and wishes to be supported by union and/or legal representation.

Please note that complaints about staff conduct will not generally fall under this complaints procedure. Complainants will be advised that staff conduct complaints will be considered under staff disciplinary procedures, if applicable, but the outcomes will not be shared with them.

If the Headteacher is unable to meet the deadline for providing a response, they will update the complainant with a new response date.

## **Confidentiality of the complaint and complainant**

The confidentiality of the complaint and the identity of the complainant is of utmost importance in this process. The findings and recommendations made by the panel will only be provided to specific individuals involved in the complaint, such as the complainant, the Chair of the Complaint Committee, the Headteacher, and the person complained about (if deemed appropriate).

However, these findings and recommendations will not be made public or shared with anyone else unless necessary, such as for inspection purposes by the proprietor and the Headteacher on the school premises.

It is crucial that all parties involved respect the confidentiality of the information shared during the complaints procedure. Staff members in the school who disclose confidential information to unauthorised third parties will face disciplinary action as outlined in the school's disciplinary procedure.

On the other hand, if the complainant discloses confidential information without authorization, the school may seek legal advice to address this breach of confidentiality.

### **Documenting Complaints**

All complaints, whether formal or informal will be recorded in the complaints' log. The log should indicate the outcome of the complaint and whether it was resolved at preliminary stage or proceeded to a panel hearing.

In the event that the complaint is formalised the committee members are required to record all statements from staff and complainants.

In the event of a panel hearing the statements from the earlier stages will be taken into consideration and the panel is required to report on its findings and recommendations.

All correspondence, statements and records relating to individual complaints are to be kept confidential on the school premises.

**NOTE:** Details of the number of complaints registered under the formal procedure in the preceding year will be made available to parents, careers and others on request.

### **Approved by:**

Mrs. Yaasmin Mubarak  
**Headteacher**

**Dated:** September, 2023

Mubarak Patel  
**Chair of Governing Body**  
September,2023