



# Complaints Policy

**Number of formal Complaints in the preceding year: N/A**

Date: January 2024

Prepared by: Head Teacher

Agreed with: Chair of Trustees

To be reviewed and updated: September 2024

## **Complaints Policy & Procedure**

Tarbiyyah Primary School (TPS) is committed to providing a quality service and education to the highest possible standards. However, there may be occasions when a parent, staff member, or learner may have a complaint to make against the school or an individual in the school. The purpose of the Complaints Procedure is to outline the method by which complaints can be dealt with, in the most efficient manner with the least disturbance possible and following Islamic guidelines. This document sets out the procedure that all complainants must follow

### **Aims**

This procedure aims to reassure parents and others with an interest in the school that:

- any complaint against the school will be dealt with in a fair, open and responsive manner, with the aim of achieving a speedy and satisfactory resolution;
- the school recognises that a willingness to listen to questions and criticisms and to respond positively, can lead to improvements in school practises and provision for pupils.

### **What is a Complaint?**

1. A complaint is defined as 'a clear statement of dissatisfaction about any specified aspect of the school's work'.
2. Any complaint brought to the attention of the Headteacher that suggests that a child has been at risk of significant harm through violence, emotional abuse, sexual interference or neglect. These may be referred without notice to the social services authority for the area in which the child lives. If a social services authority decides to investigate a situation this may postpone or supersede investigation by the Headteacher or Directorate.
3. Complainants may be anyone e.g. parents, guardians, grandparents, neighbours, members of the community or anyone with an interest in the work of the school. However, it is expected that it will be mainly parents or guardians who will make use of this procedure. The term 'parent' is therefore used throughout the procedure as a generic term but the procedure also applies in relation to any other type of complainant.
4. Complaints may be made by telephone, email, in person or be written.
5. Records of all conversations and meetings with parents to resolve complaints will be kept strictly confidential. At a Complaint Panel (CP) meeting, minutes will be taken. To help prevent recurring complaints, copies of correspondence and notes will be kept on file in the school's records, separately from individual pupil records.
6. If at any stage in the procedure it becomes apparent that the complaints fall outside of this general complaint's procedure, parents will be informed.

7. There may be occasions where, despite all stages of the procedure having been followed, a parent remains dissatisfied. If the parent seeks to re-open the same issue, the school reserves the right to inform him/her in writing that the procedure has been exhausted and the matter is closed.

### **Stage 1: Informal Stage**

1. On occasion, a parent may raise a concern directly with school staff without any formality. At this stage, it may be unclear whether the parent is making a complaint, seeking information or has misunderstood a situation. In any event, the school aims to resolve the concern at this point in a speedy and effective way.
2. However, if the concern is not resolved immediately and a complaint is confirmed by the parent, the opportunity to discuss the matter with an appropriate senior member of staff will be given e.g., a member of the Senior Leadership Team. In the case of a complaint against the Headteacher, this stage will always be heard directly by the Chair of Trustees.
3. The senior member of staff will discuss the issue with the parent and those involved in the school, with the aim of resolving the complaint as soon as possible. The parent will be informed of the outcome of the investigation and what action, if any, the school proposes to take.
4. If the informal process has been exhausted and no satisfactory solution has been found, the parent will be asked by the senior member of staff dealing with the complaint whether he/she wishes the complaint to be considered formally at stage two of this procedure.
5. If wishing to proceed with the complaint, the parent will be invited to put the complaint in writing to the Headteacher, a form has been appended to this document (Appendix 1). The form should be sent to the Headteacher within **ten working days**. Advice on how to complete the form may be sought from an independent body.
6. Where the complaint is against the Headteacher then the complaints form (Appendix 1) is sent to the Chair of Trustees.

### **Stage 2: Referral to the Complaints Officer or Headteacher:**

1. Where the complaint has been addressed by the Headteacher at stage one, this stage will be heard by the Complaints Officer. Where another staff member has addressed the complaint at stage one, this stage will be heard by the Headteacher.
2. The Complaints Officer or Headteacher will acknowledge the written complaint **within five working days** of receipt and provide an opportunity to meet the parent to discuss the complaint.
3. The Complaints Officer or Headteacher will investigate the complaint and a written response will normally be made within **ten working days** upon receipt of the complaint. If this is not possible, a letter will be sent explaining the reason for the delay and providing a revised target date.

4. The written response will include full reasons for the conclusions reached by the Complaints Officer or Headteacher and what action, if any, the school proposes to take to resolve the matter.
5. If the parent still remains dissatisfied, he/she will be advised that, in order to progress the complaint further at stage 3, he/she must notify the Directorate in writing within **ten working days**, copying the original complaint form.
6. The Chair of Trustees will then ensure that the parent is offered the opportunity of taking the complaint to a Complaints Panel at Stage 3 of this procedure.

### **Stage 3: Review by the Complaints Panel**

1. At this stage the Complaints Panel (**established according to the suggested composition detailed in Appendix 2 and consisting of no less than three appointed members who have no involvement in the matters detailed in the complaint and of whom at least one person shall have no involvement with the management of the school**) will consider complaints.
2. The parent complainer may be allowed to attend the panel hearing upon request, made in writing to the Directorate no later than 3 working days before the hearing. The parent may be accompanied by one person.
3. A written acknowledgement of the complaint and the request for it to be heard at stage 3 of the procedure will be sent to the parent by the Directorate within **five working days**.
4. The letter will inform the parent that the complaint will be heard by the Complaints Panel (CP) within **twenty one working days** of receiving the complaint. It will also inform the parent of the right to submit any further documents and/or evidence other than the complaint form and that these must be made available to the chair of Trustees within **five working days** of receipt of the acknowledgement letter. The right to call witnesses to the meeting, subject to the approval of the Chair, and the right of the parent to be accompanied by a companion of his/her choice, will also be explained in the letter.
5. The Complaints Officer will also send a copy of the letter of acknowledgement to the Headteacher and a written report in response to the complaint will be produced to the CP within **five working days**. The right to call witnesses, subject to the approval by the chair, will also be explained.
6. The Chair of Trustees will then convene a CP meeting, having consulted with all parties at convenient times. The date, time and venue for the meeting will then be confirmed at least **five working days** in advance.
7. The names of all parties and witnesses (if any) to attend the meeting and all relevant documents to be referred to at the meeting will also be provided by the Chair of Trustees to the Complaints Officer and/or Headteacher; each panel member. This will be provided as soon as possible and, in any event, at least **five working days** prior to the meeting.
8. The meeting will be held following the procedures for hearing a complaint detailed in Appendix 3.

9. **Finding and recommendations will be provided to the parent (and where relevant, the person complained about) and the Complaints Officer and/or headteacher by the Chair of Trustees within ten working days of the hearing.**
10. The written records of the complaints, whether they are resolved following the formal procedures outlined in this complaints policy or proceed to a panel hearing (stage 3), and correspondences and the final outcomes and actions taken by the school must be kept by the Directorate in a secure place. **Copies must be made available to the Registration Authority (DfE) upon request. Furthermore, the statements and records relating to individual complaints are to be kept confidential except where the secretary of state or a body conducting an inspection under section 109 of the 2008 act requests access to them.**
11. The letter will explain that the decision of the Complaints Panel is final but, that complaints can be taken to the Secretary of State for Education and Skills under the Education Act 1996.

Appendix 1

**Tarbiyyah Complaints Form** (for Stage 2 and/or Stage 3 complaints)

If you feel you have been unsuccessful in resolving your complaint and you wish to take the matter further, then please complete this form and send it to:

F.A.O Headteacher,  
Tarbiyyah Boys Secondary School  
32-40, New Heston Road, TW5 0LJ

**If your complaint is against the Headteacher then please mark “F.A.O Chair of Trustees”.** A copy of the complete procedure can be obtained from the reception at the school.

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ Post Code \_\_\_\_\_

Tel no. (Home) \_\_\_\_\_

(Day) \_\_\_\_\_

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

Date of Birth \_\_\_\_\_

What is your complaint about and what would you like the Headteacher/ Chair of Trustees to do?

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(continue on a separate sheet if necessary)

When did you discuss your concern/ complaint and with which member of staff?

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What was the result of the discussion?

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Signed \_\_\_\_\_ Date \_\_\_\_\_

Appendix 2.

### **Composition of the Complaints Panel**

The Complaints Panel (CP) consists of three appointed panel members and the Directorate.

No member of the CP should have had prior involvement with the complainant. At least one member should be independent from the management and day-to-day affairs of the school. It is suggested that this individual may be from a local community group, another school or a member of the police force (Community Liaison Officer).

The role of the Headteacher would be to attend the panel hearing to give evidence as and when required. The CP may also choose to invite staff, parents and or guardians or any other persons who may be directly involved in matters raised by the complainant.

Appendix 3

### **Complaints Panel (CP)** **Procedures for hearing the complaint**

**Introduction**

The aim of the meeting is to resolve the complaint and achieve reconciliation between the school and the parent(s) and or guardian(s) or another person(s) concerned. The Directorate will endeavour to ensure that the proceedings of the meeting are recorded.

The introduction of new information or witnesses, previously not notified to all parties, would be a reason to adjourn the meeting so that everyone has time to consider and respond to the new information.

### **Order of Meeting**

1. The Chair of Trustees welcomes the parent(s) and or guardian(s) and or any other person(s) and further introduces the CP.
2. The Chair of Trustees explains the purpose of the meeting, all applicable parts of the procedure, and the fact that all written evidence has and will furthermore be made available to all parties.
3. The parent(s) and or guardian(s) and or any other person(s) then are given the opportunity to explain the complaint.
4. The calling in of any applicable witnesses will be left to the jurisdiction of the chair as deemed appropriate.
5. The CP panel may question the parent(s) and or guardian(s) and or any other person(s) and any applicable witnesses in order to obtain full and clear facts in order to aid the panel's decision-making process.
6. The parent(s) and or guardian(s) and or any other person(s) including any witnesses will then be requested to retire from the meeting.
7. The Chair of Trustees welcomes the Headteacher to the hearing (where the complaint has been addressed by the Complaints Officer at stage 2).
8. The Chair of Trustees explains the purpose of the meeting, all applicable parts of the procedure, and that all written evidence has been and furthermore will be made available to all parties.
9. The Headteacher is given the opportunity to present his version of the events and to request any witnesses to that effect.
10. The CP panel and/ or Chair of Trustees may question the Headteacher as appropriate.
11. The Headteacher is then requested to retire from the meeting.
12. The CP considers the complaint and reaches a unanimous majority decision. Taking all the facts and statements from all parties involved into consideration, the CP will also decide respectively what action (if any) to take to resolve the complaint and, if appropriate, recommends changes to ensure similar complaints are not made in the future.
13. When and if a decision has been made, the Chair of Trustees may agree to recall the complainant who would have been requested to wait at the Chair of Trustees' prior written agreement, and if applicable the Headteacher, who is informed of the outcome and any action to be taken if necessary.
14. All outcomes are subsequently confirmed in writing.