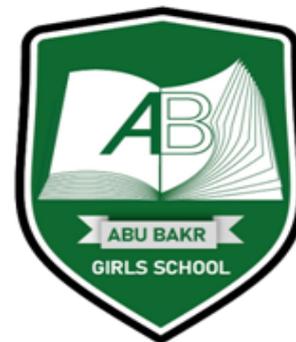


# ABU BAKR GIRLS SCHOOL

## Complaints Policy

2020-2021



عَمَّ وَهُمْ حُرُن تُونَ إِنْ رُومُ أَلْمَةُ خَوِرْ إِنْ وَحِصْلَ فَأَنْ يَبْ كَمْ يَخَوُّ قَوَّاتٍ وَاهِ اللُّكَلَّ لَإِ

*“All believers are but brothers, therefore seek reconciliation between your two brothers, and fear Allah, so that you may be blessed with mercy.” (Quran, 49: 10)*

[Where possible, reconciliation is always the best outcome]

### Aims

- To ensure that concerns are dealt with swiftly by the most appropriate person.
- To ensure that where parents or third parties are unhappy with the outcome of the complaint, this can be looked at again by someone else within the school.
- To ensure that complaints against the Head teacher are properly investigated by members of the Board of Trustees/Governors.
- To ensure that complainants have a clear explanation of the outcome of their complaint and know where they can go next if still unhappy with the decision.

### Objectives

- To try to satisfy and resolve as many concerns as possible so that they do not become complaints.
- To learn from complaints and to modify practices where appropriate.
- Even if the complaint does not receive the answer he or she wishes as a result of following the complaints procedures, that he or she does feel that the complaint has been fully considered and understands the reasons why the school has made the decision it has.

### Procedure

This complaints procedure is available to all parents. All complaints must be made through the head teacher, which also includes complaints made against the Governing Body. The investigation will be conducted according to Islamic principles and legal requirements reflecting fairness. The head teacher will follow up any remedial action where applicable. In the event of any complaint, the parents must go through the following stages:

#### STAGE ONE: Informal Resolution

Speak directly to the person/staff concerned. It is hoped that most complaints and concerns will be resolved quickly and informally. If a parent has a complaint they should contact their child's form teacher or a member of the welfare team. All staff should keep a log of complaints made to them. In many cases, the matter should be resolved immediately by this means to the parents' reasonable satisfaction - and within two weeks of the complaint being made at the latest.

## **STAGE TWO:**

If not satisfied and if you feel that you would like to make this complaint to the Head teacher, you should contact the School Office to make an appointment. If relevant the Head teacher will also ask staff members who are involved for their comments. We will ensure that you are clear what action or monitoring of the situation, if any, has been agreed. This will be confirmed with you. Most complaints can be resolved by communicating with the Head teacher.

## **STAGE THREE:**

If you are still not satisfied write to the head teacher, via the school office, who will reply back within seven working days with details of a governor-constituted hearing panel.

If the complaint relates to the head teacher, the Chair of Governing Body, will arrange the hearing panel to listen to the complaint within fourteen days. This will consist of at least three people who have not been directly involved in the matters detailed in the complaint and one of these persons on the panel will be independent of the management and running of the school.

Parents can be accompanied by one other person, if they wish.

The hearing panel will provide their findings and recommendations within twenty one days. If the complaint is of a complicated nature or has many individuals or parties involved it may take longer to resolve. In such a case an explanation explaining the delay and a possible time scale for dealing with the complaint will be given in writing to the complainant and the procedure explained above will be followed.

The complainant, Chair of Governing Body, head teacher and where relevant, the person complained about will be given a copy of any findings and recommendations. A written record of all the complaints will be kept, indicating whether complaints were resolved at the preliminary stage, or preceded to a panel hearing. All the complaints made, correspondence and statements will be kept confidential.

The number of complaints received for the preceding year will be kept in school records and will be available on request.