



**Abu Bakr Boys School**

*Knowledge – Character - Contribution*

# Complaints Policy

## Document control

<b>This document has been approved for operation within:</b>	Abu Bakr Boys School
<b>Date effective from</b>	September 2020
<b>Date of next review</b>	September 2021
<b>Review period</b>	1 Year
<b>Status</b>	Statutory
<b>Owner</b>	Abu Bakr Trust

# Complaints Policy

**'Verily, Allah enjoins Al-Adl (i.e. justice and worshipping none but Allah Alone - Islamic Monotheism) and Al-Ihsan [i.e. to be patient in performing your duties to Allah, totally for Allah's sake and in accordance with the Sunnah and giving to kith and kin and forbids Al-Fahsha' and Al-Munkar and Al-Baghy (i.e. all kinds of oppression), He admonishes you, that you may take heed.'**

**Surah Nahl: 90**

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:**

Speak directly to the person/staff concerned. An immediate action will be taken.

**STAGE TWO:**

If not satisfied speak to the head teacher who will deal with the complaint within three working days.

**STAGE THREE:**

If you are still not satisfied write to the head teacher who will reply back within seven working days with details of the hearing panel.

If the complaint relates to the head teacher, the Chair of the Governing Body will arrange a 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.

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. However, this does not apply to the requirement of the school to provide parents and other interested parties with information about the number of complaints registered under the formal procedure during the preceding year. Nor does it apply to inspectors conducting inspections under section

109 of the education act 2008. Nor does it apply to the secretary of state should they ask for access to such records.

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