

# Lote Tree Primary



## COMPLAINTS PROCEDURE POLICY

We trust that in general your children are happy at this school. Obviously, however, over a period of time the odd problem may arise. Should you wish to make a complaint then the following procedures need to be followed. If you wish to make a complaint you must follow the Islamic manner in dealing with your complaint. This procedure is available to parents of pupils or perspective pupils on request.

**“Indeed, everyone of you is a shepherd and everyone shall be questioned in regard to his flock.” (Sahih al Bukhari)**

### **Informal complaints**

1. Initial complaints about any matter should be broached with the class teacher. In order to lessen the impact on the lessons and ensure the matter is given the due attention an appointment should be made with the appropriate teacher. It is anticipated that the complaint should be resolved immediately.
2. If a satisfactory conclusion is not achieved then an appointment should be made with the Head Teacher through the school office. The Head Teacher should be able to resolve the complaint within three working days. If the complaint relates to the Head teacher, the Chair of the Board will lead the inquiry.

### **Formal Complaints**

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.

1. *Write to the Head teacher who will reply back within seven working days. If still not satisfied then a formal complaint in writing should be made to the Chair of Governing Body and at this point a complaints committee will be setup and the complainant will be required to attend a hearing to resolved out the matter. The complainants' to be informed of the outcome of*



## **COMPLAINTS PROCEDURE POLICY**

the matter within twenty one days of making formal complaint. The complaints committee will include three people who have not been involved in the matters detailed in the complaint and one of them will be independent of the management and running of the school who will be a member of the local community of Muslim Scholars as per availability and relevance to the matter.

2. The hearing will be open to be attended by the complainants and if required a representative of the complainants. The representative of the complainant should be aware of the ethos of the school and would be required to respect what the school is trying to achieve in these regards.

### **Confidentiality of Complaints and complainants**

The panel will make recommendations and copies of the finding will be provided to the Complainant, Chair of Complaint Committee, and Head teacher and where appropriate to the person complained about.

All complaints are to be treated in confidence and the information supplied by either parties to be restricted for use in following through a complaints procedure. Any unauthorised disclosure of information to 3<sup>rd</sup> parties by staff in the school will result in disciplinary action being taken as per the school disciplinary procedure.

Disclosure of confidential information by complainants may result in the school seeking legal advice.

### **Documenting Complaints**

All complaints, whether formal or informal are required to be recorded in the complaints log. The log should indicate the outcome of the complaint and the stage at which it was resolved.

In the event that the complaint is formalised the committee member is required to record all statements from teachers and complainants.

# Lote Tree Primary



## COMPLAINTS PROCEDURE POLICY

In the event of a panel hearing the statements from the earlier stages will be taken into consideration and the panel required reporting on the findings and recommendations. The report is to be made available to the complainant, chair of complaint committee and the head teacher.

All records, logs and complaints are kept securely on the school premises and are available for inspection by the proprietor and headteacher.

**Our school ensures that correspondence, 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.**