



Madni Academy

A quest for faith and knowledge

EARLY YEARS PRIMARY SECONDARY

COMPLAINTS PROCEDURE

If two parties among the believers fall into a disagreement, make ye peace between them with justice, and be fair: (49:9)

The believers are but a single brotherhood: so make peace and reconciliation (49:10)

The Policies and procedures will be regularly reviewed and their effectiveness evaluated, taking into account the views of all sections of the school community.

The headteacher will keep up to date with current thinking, literature, resources, attending appropriate courses and feeding back to colleagues.

Purpose

The above verses of the Quran states clearly how important it is to deal with disagreements in a fair and just manner. The trustees believe that constant feedback is an important ingredient in self-improvement and raising standards. People, whether they be students or adults, who have concerns or complaints should feel that they can be voiced and will be considered seriously. All complaints will be dealt with in accordance to guidance from the Quraan and the practice of the Holy Prophet (PBUH). The Prophet was a very just and trustworthy man, when there were disputes he was always called upon to sort out the disagreement and reconcile the parties.

Section 29 of the Education Act 2002 requires that:

The governing body/trustees of a school (including a maintained nursery school) shall establish procedures for dealing with all complaints relating to the school or to the provision of facilities or services under section 27.

It is for the reasons set out above that Madni Academy has formed this policy.

Principles

The attached Complaints procedure sets out to ensure that:

- All complaints are investigated thoroughly, fairly and promptly in accordance with the sunnah of the Holy Prophet (SAW) and the guidance from the Holy Quraan

- The School listens to and acts on complaints.
- Complainants will not suffer as a result of a complaint.
- Wherever possible, the School will find a resolution.

This procedure is not intended to replace the normal discussions regarding problems and concerns, which take place in school on a day-to-day basis. It is only where the Complainant remains dissatisfied with the outcome of such discussions that further steps may need to be taken. At the beginning of each hearing a dua will be recited, and the Prophets example of solving disputes will be mentioned (the story of the black stone)

Stage 1 - Informal

Most complaints are best dealt with informally, always in a calm manner following the example of the Prophet.

Students and parents should first discuss the complaint with a member of the office staff. If the matter cannot be resolved, a meeting to discuss the matter should be sought with the behaviour officer.

Anyone who does not have a child at the school should discuss the complaint with the Head teacher. The head teacher will investigate and report to the complainant. A record will be made of the complaint.

We aim to deal with all informal complaints within five working days.

Stage 2 - Formal

Where the complaint has not been resolved under the informal stage, the Complainant should submit a formal written notice of the complaint, on the form attached, to the head.

The Head will:

- Acknowledge receipt of the complaint within 3 working days.
- In accordance of the teaching of the Prophet (PBUH) an arbiter will be appointed, this will be a member of the Senior Team to investigate the complaint including a meeting with the Complainant.
- Provide a written assessment of the situation and action taken or proposed to be taken to the Complainant within 15 working days of receipt of the complaint.

If the complaint is against the Head, the form should be submitted to the Chair of Trustees.

The Chair will:

- Acknowledge receipt of the complaint within 3 working days, excluding absences from home.

- Appoint a member of the trustees to investigate the complaint including a meeting with the Complainant.
- Provide a written assessment of the situation and action taken or proposed to be taken to the Complainant within 20 working days of the receipt of the complaint.

Stage 3 - Formal

If the Complainant is not satisfied with the response they receive, they may ask for the matter to be reviewed by a panel of 3 people (appointed by the proprietor) who have not directly involved in the matters detailed in the complaint. The panel will meet to consider the complaint and make a final decision about it on behalf of the Trustees. The panel will consist of Trustees who do not work at the school. Where there is a panel hearing of a complaint one person on the panel will be independent of the management of the running of the school. The Complainant may take a friend or other person to provide support at the meeting. The Panel Hearing will be as follows:

- A hearing will be arranged within 20 working days of the Complainant asking for a review. The Complainant will be given notice in writing, at least 10 working days in advance, of the time and place of the hearing and will be allowed to call witnesses, where appropriate, and produce documents relevant to the hearing. The witnesses will attend the hearing only to give their statements and answer questions.
- All written documents to be used at the hearing by either the Complainant or the Head must be issued to the other party and Trustees' Panel at least 5 working days in advance of the meeting.
- All panel hearings will always begin with a dua, and mention about the Prophets example of resolving disputes (the story of the black stone)
- The panel will make findings and recommendations, a copy of this will be provided to the complainant, proprietors and headteacher and where relevant to the person complained about.
- The secretary will take notes of the Hearing.
- The Complainant will put the case in the presence of the Head and may call witnesses.
- The Head will have the opportunity to ask questions of the Complainant on the evidence given and any witnesses whom the complainant may call.
- Trustees may ask questions of the Complainant and witnesses.
- The Head will put his/her case in the presence of the Complainant and call such witnesses as the Head wishes.
- The Complainant will have the opportunity to ask questions of the Head of his/her witnesses.
- Trustees may ask questions of the Head and witnesses.
- Witnesses may be recalled, by the Trustees, for clarification of their evidence.
- The Head and the Complainant will have an opportunity to sum up their cases if they so wish.

- The Head and the Complainant then withdraw, and any witnesses who still remain also withdraw.
- Trustees, with any officers advising on procedure and technical matters only, will deliberate in private, recalling the Head and the Complainant to clear points of uncertainty on evidence already given. If recall is necessary both parties are to return, notwithstanding that only one may be concerned with the point giving rise to doubt.
- Correspondence, statements and records of complaints must be kept confidential.
- The outcome of a complainant panel hearing will be sent electronically or otherwise given to the complainant and where relevant the person complained about.
- A copy of the outcome report will be available for inspection on the school premises by the proprietor and the headteacher.

The decision of the Trustees' Panel is final.

Where a Complainant considers that the school is not complying with the legal requirements in respect of a student's education then the LA can provide the Complainant, the Trustees or Head with further advice.

If the Complainant feels that the trustees or the LA have acted unreasonably about concerns, they can write to the Secretary of State for Children, Schools and Families at the following address:-

The School Complaints Unit (SCU):
Department for Education 2nd Floor,
Piccadilly Gate Manchester M1 2WD

Complaint against a member of staff

Complaints against a member of staff should be directed to the headteacher in the first instance. The headteacher will investigate fully before referring to the Trustees. A meeting will be held with both parties, if the complaint is not resolved at the formal stage the above procedure will apply for a formal hearing. If this results in disciplinary action the DFE will be notified.

Complaint against the headteacher.

Complaints against the headteacher should be forwarded to the Trustees. The Trustees will investigate fully before holding a meeting with the complainant. A meeting will be held with both parties, if the complaint is not resolved at the formal stage the above procedure will apply for a formal hearing. If this results in disciplinary action the DFE will be notified.

Relationship to other Policies

The procedure for formal complaints will be followed for all complaints, including: about the Curriculum, Sex Education, and SEN. This procedure does not apply to complaints concerning Admissions, Exclusions and child Protection that are covered by other procedures. Complaints by members of staff should be made through the Grievance and Disputes procedure.

Responsibilities

The **head** will ensure that the complaints Policy and Procedure are implemented.

The **Trustees** will ensure that if a Complainant is not satisfied with the action taken by the Head, a panel of the Trustees will review the complaint in line with the Complaints Procedure.

Arrangements for Monitoring and Evaluation

A summary of all complaints that reach the formal stage and the action taken will be forwarded to the trustees at the end of each academic year.

The school will keep records of all complaints indicating whether they were resolved at the preliminary stage, or whether they proceed to a panel hearing.

This policy is made available to all parents so that they can be properly informed about the complaints process.

