



Kassim Darwish

Grammar School for Boys

Complaints Policy

Updated March 2017

COMPLAINTS POLICY

PROCEDURE FOR DEALING WITH CONCERNS AND COMPLAINTS ABOUT YOUR SON'S EDUCATION

The Staff and Trustees at KD Grammar School for Boys are committed to providing a high quality education for your son in a secure and supportive Islamic environment. Whilst all concerned strive to achieve their best for the welfare of the pupils at the school, it is appreciated that there may be occasions when you have concerns about your child's education or about particular incidents which have occurred at school. If such a situation arises, we would ask you to follow the procedure outlined below.

GENERAL PROCEDURE FOR CONCERNS AND COMPLAINTS

The procedure is presented as a series of stages.

It is important that you follow through the various stages in the order in which they are given.

Stage 1: Informal Resolution:

1. In the first instance contact your son's Form Tutor either by phone or in writing. It is always best to express your concern at an early stage so that problem can be dealt with before they become serious. The Form Tutor will respond to you within 3 working days. However serious matters will be attended immediately. If you are not satisfied with your son's Form Tutor's response then you should follow Stage 2

Stage 2: Formal Resolution:

2. In the unlikely event that you have been unable to resolve the issue satisfactory at this stage, you may then contact the Deputy Headteacher or the Headteacher by telephone or letter with a view to making an appointment at an early opportunity.

You will be asked to confirm the complaint in writing to the Head Teacher (or Chair of Governors if the complaint is about the Head Teacher) and it will be acknowledged in writing within **2 working days**.

As part of the school's consideration of your complaint, you may be invited to a meeting within **5 working days**, to discuss the complaint and to discuss any further details. If you wish, you can ask someone to accompany you, to help you explain the reasons for your complaint.

The Head Teacher or Chair of governors will carry out a full investigation of all matters relating to your complaint. He/she, where necessary will talk to witnesses and take statements from others involved. This process will take a maximum time of **7 working days**.

If the complaint centres on a pupil the school will talk to the pupil concerned and, where appropriate, others present at the time of the incident in question.

The school will normally talk to a pupil with a parent or guardian present.

If the complaint is against a member of staff, it will be dealt with under the school's internal, confidential procedures.

The Head Teacher or Chair of Governors will keep written/typed, signed and dated records of all meetings and telephone conversations, and other related documents. Once the school has established all the relevant facts, they will send you a written response to your complaint within **10 working days**. This will give a full explanation of the Head Teacher's/Chair of Governor's decision and the reason for it. If follow-up action is needed, the school will indicate what we are proposing to do.

Stage 3: Appeal Hearing

3. If you still feel the issue is not resolved the next person to contact is The Convenor of KD Trust Committee. You **must** put your concerns in writing and send it to the school's address marked "For the attention of the KD Convenor" - Private and Confidential.
4. The KD Trust Committee will set up a hearing panel made up of at least 3 people who have not been directly involved in the matters of the complaint, one of whom will be independent of the management and running of the school.
5. The Convenor will inform you of the date of the hearing and the procedure within eight working days.
6. Parents may be accompanied by a friend or a relative if they wish when attending the panel hearing.
7. It is the responsibility of the panel to make findings and recommendations within 48 hours of the hearing and to give copies of these reports to all parties concerned – the complainant, proprietors, Headteacher and where relevant the person complained about. Copies are available for inspection on the school premises by the proprietor and the Headteacher.
8. The school keeps written records of all complaints, indicating whether they were resolved at the Stage 1 or 2, and the action taken by the school as a result of these complaints (regardless of whether they are upheld). All correspondence, statements & records are kept confidential.
9. If parents decide to withdraw the complaint and the panel has already been set up, the panel will still convene, unless the parent is totally satisfied.
10. The school keeps a record of all formal complaints and whether they are resolved following a formal procedure, or proceed to a panel hearing; and action taken by the school as a result of these complaints (regardless of whether they are upheld) and provides 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 108 or 109 of the 2008 Act requests access to them.

Hopefully, Insha'Allah, satisfactory solutions to your problems will be found before this stage. By working together as partners we can provide the best service to make your son's time at school as happy and productive as possible.

Please Note the Head Teacher may not be directly approached unless the procedure has been seen to be followed.

Number of Formal Complaints received in 2016/17 = 1

