

Dated Sep 2021

Islamia Girls School/Brondesbury College "The School"

Parent's Complaint Policy

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## 1. Overview

The School is committed to providing quality services and education to the highest possible standards. However, there is room for error and complaints may arise. One of the ways in which the School can continue to improve is by listening and responding to the views of parents and guardians. Lessons learned through handling complaints will be discussed at formal meetings of the School – either Head Teacher or staff meetings - in the spirit of continuous improvement.

The majority of concerns/complaints fall into the following categories:

Financial, administrative and breach of contract;

Academic (course programme, unsatisfactory teaching, too much/too little homework, progress in a particular subject etc);

Pastoral care (discipline, inappropriate sanctions, bullying, overall progress of the child, unhappiness of child, accommodation etc);

Child protection (allegations against staff, handling of sensitive issues).

The purpose of the Complaints Policy is to outline a method by which complaints can be dealt with in the most efficient, fair and Islamic manner with the least disturbance possible. If our procedure is not followed by a Complainant, the School will not be able to deal with the matter effectively.

The Complaints procedure consists of 3 stages:

Stage 1 – Informal Stage

Stage 2 – Formal Stage

Stage 3 – Appeal

The Head Teacher is the Complaints Coordinator (CC).

The policy does not cover complaints from members of staff as these are covered by the employer's Grievance Policy.

## 2. Directing a Complaint

A Complainant is responsible for directing the complaint to the appropriate Staff Member. Please use the guidance below:

If a complaint is about a particular academic subject (as described in 1.1.2 above) and is at Stage 1, the teacher of that subject should be approached.

If a complaint is about pastoral care (as described in 1.1.3 above) and is at Stage 1, the Form Tutor must be approached.

If a complaint is more serious and is at Stage 2, the CC must be approached.

Any child protection issues must be reported to the Nominated Person, who is the

School's Head Teacher.

All other complaints falling outside 1.1 above should be referred to the CC. If the complaint is against the Head Teacher, and it can't be resolved at Stage 1, the complainant should complete the formal part of the Complaints Form and send it to Islamia Schools Limited, PO BOX 72018, London NW6 9SJ.

### 3. Stages

#### Stage 1: Informal Stage (Verbal)

A Complainant should bring a complaint either to the staff member concerned or directly to the CC. The following procedure must be followed:

The Complainant will approach the staff member/Complaints Coordinator and request an appointment. Alternatively, or if the staff member cannot be found, a Complainant may at any time request a Meeting by emailing [secretary@brondesburycollege.co.uk](mailto:secretary@brondesburycollege.co.uk) (Brondesbury College) or [secretary@islamiaschools.com](mailto:secretary@islamiaschools.com) (Islamia Girls School). A Complainant may not approach a member of staff to discuss the complaint without booking a Meeting in advance.

Where time permits a Meeting will be arranged within 24 hours of a request.

Meeting – this will last for no more than 10 minutes.

The Staff Member/CC will keep a note of the Meeting. The Complainant will state clearly (and calmly) what the complaint is. If the matter is minor, is reported to the appropriate personnel and concerns no other individual it will be dealt with immediately.

If Stage 1 does not resolve the issue, Complainants will be asked to put their complaint in writing and move to Stage 2.

#### Stage 2: Formal Stage

If it is not possible to resolve a complaint informally the Complainant should raise the matter formally and without unreasonable delay with the CC. The Complainant will make a complaint in writing using our Formal Complaints Form which is available online, completing ALL sections. Any documents/evidence the Complainant would like to bring to the Meeting should be sent with the completed form

The completed Form must be sent by email to the School by email to [secretary@brondesburycollege.co.uk](mailto:secretary@brondesburycollege.co.uk) or [secretary@islamiaschools.com](mailto:secretary@islamiaschools.com).

Once the Form has been received:

The CC will arrange for a formal Meeting (possibly at a neutral venue if necessary) to be held without unreasonable delay after the complaint has

been received. This will normally be within 5 working days. A Meeting may be scheduled outside of School hours.

In preparation for the Meeting the CC will consult the relevant staff and/or make investigations.

At the meeting, the Complainant will be allowed to discuss their complaint. The outcome of the Formal Meeting will be communicated to the Complainant by the CC by postal letter and/or email without unreasonable delay, and usually within 5 working days of the Formal Hearing.

If a Complainant is not happy with the decision, he/she will have a right to move to Stage 3 – the Appeal.

### Stage 3: Appeal

Where a Complainant feels that their complaint has not been satisfactorily resolved they may appeal by completing the Appeal Complaints Form. The completed Form can be sent to the School by email to [secretary@brondesburycollege.co.uk](mailto:secretary@brondesburycollege.co.uk) or [secretary@islamiaschools.com](mailto:secretary@islamiaschools.com);

If an Appeal Panel decides to hear the Appeal, Appeals will be heard without unreasonable delay, usually within 10 working days, and at a time and place (possibly at a neutral venue) that will be notified to the Complainant in advance.

The Appeal Panel appointed by the proprietors will consist of at least three people not directly involved in the matters relating to the complaint and one of whom will be completely independent of the management and running of the School.

The Complainant may attend the Panel meeting accompanied by one person if they wish.

In general, the Panel will take one of the following courses of action:

- Dismiss the complaint in whole or part;
- Uphold the complaint in whole or part;
- Decide on appropriate action to resolve the complaint; or
- Recommend changes to the School's systems or procedures.

This decision will represent the final stage of the School's complaints procedure and is binding.

The decision and any actions taken by the Panel will be communicated to the Complainant by postal letter and/or email and usually within 5 working days of the Appeal meeting.

#### **4. Important Notes**

Where complaints proceed to Stage 2 and Stage 3, all correspondence, statements and written records relating to the complaints and their outcomes will be maintained by the School.

All complaints are dealt with in confidence. The details of the complaint are shared with appropriate individuals and third parties only so far as it is required to properly investigate and process the complaint. The written records of any complaints will be kept confidential unless otherwise required to be disclosed by Law. Likewise, complainants are required to treat in confidence any information disclosed to them as a result of the complaint.

If the complaint concerns a child protection issue or involves an allegation of abuse by a member of staff then the Nominated Person, who is the School's Head Teacher, should be informed immediately.

Any Complainant who behaves aggressively or uses abusive or threatening language to a member of staff, student or other parent will be asked to leave the premises immediately. Please see our Parents & Visitors Behaviour Policy. A record of the incident will be kept on file, and it may be that the Complainant is prevented from entering the School premises. The Head Teacher's view of what constitutes the above will be final.

The School does not accept petitions or collective complaints.

The School does not accept complaints made on behalf of a third party.

If the matter is taken by a Complainant to a member of staff not concerned with the matter, the Complainant will be directed to the correct individual. It will be the Complainant's responsibility to ensure the matter is taken to the correct member of staff. If the correct member of staff cannot be found, an appointment must be sought by emailing [secretary@brondesburycollege.co.uk](mailto:secretary@brondesburycollege.co.uk) or [secretary@islamiaschools.com](mailto:secretary@islamiaschools.com).

In any cases of doubt, members of staff should seek the advice of the Head Teacher who has the responsibility for mentoring colleagues.

#### **5. Serious Complaint by a Student**

If a serious complaint is made by a student, the member of staff should immediately inform the CC who will discuss the issue with the relevant member of staff in order to determine what the course of action should be.

#### **6. Number of Formal Complaints**

The number of formal complaints received/processed at Stage 2 or Stage 3:  
Academic year 2020/21: Zero  
Academic year 2021/22: Zero (as at 24<sup>th</sup> Sep 2021)