



ABU HANIFAH FOUNDATION

Excellence in Islamic Education

“Where every child matters and every day counts”

Complaints Policy

UPDATED 2019-20

COMPLAINTS POLICY

At Abu Hanifah Foundation School we encourage all parents and pupils to approach any member of staff in the first instance if they have a concern or complaint. In the event that these initial approaches fail to resolve a complaint this policy lays out the procedures that should be followed to allay any concerns about a particular issue.

If you do not understand any part of this policy, please do not hesitate to contact the Principal or the 'Complaints Lead'. Your complaint will then be investigated fully, ensuring all relevant facts are taken into consideration.

Registering a Complaint

Initially we would ask that a parent or pupil discuss the complaint with the relevant member of staff. However, if they have difficulty with discussing this issue with that member of staff the complaint can be referred to the Deputy Principal.

If any member of the non-executive committee becomes involved in a complaint at an early stage they must be made aware of the procedure to be followed for complaints and not act unilaterally outside the formal procedure.

Non-executive committee members should not become involved in a complaint at an early stage as they cannot act unilaterally outside the formal procedure.

If a parent or pupil feels that their initial contact with a member of staff or Deputy Principal did not deal with the concern to their satisfaction they should complete a Complaints Form (Appendix A) and return it to the

Principal. If the complaint refers to the Principal, then the complaints form should be sent directly to the Chair of the non-executive committee. If the complaint refers to the non-executive committee then the board of trustees can be contacted as a last port of call.

Investigating the Complaint

The nature of the complaint will be clarified and unresolved issues outlined. It will be established what has happened so far and who has been involved. A meeting will be arranged to ensure all the information relating to the complaint has been documented and those involved in the complaint will be encouraged to say what actions they feel would remedy the situation.

Everyone involved in the complaint will be interviewed, accompanied by a friend or companion if they wish, to ensure that all the facts of the complaint are understood. Notes will be kept of the discussions and all parties asked to sign the notes to verify that they were an accurate record of the meeting.

The Principal or chair of non-executive committee will remain impartial during the interviews. The Principal will maintain a record of any formal complaints at the school.

Resolving Complaints

Once the complaint has been fully investigated those persons involved will be informed of the findings and suggested actions to remedy the situation.

Areas of agreement between the parties will be highlighted and any misunderstandings clarified to create a positive atmosphere in which to discuss outstanding issues.

If, for any reason, any party involved in the complaint remains dissatisfied following any investigations, they will be informed as to any further action they may take. The chair of the non-executive committee does also have the right (at this stage) to inform the complainant that the complaints procedure has been exhausted and that the matter is now closed.

The Complaints Appeal Panel

If necessary, the chair of non-executive committee will convene a complaints panel comprising of 2 trustees and 2 non-executive members who would not have been involved in the early stages of the complaint and they will elect their own chair. This complaints panel is the last school based stage of the complaints process.

Individual complaints would not be heard by the whole non-executive committee at any stage as this would compromise the impartiality of any panel set up for a disciplinary hearing against a member of staff following a serious complaint. It is important that the appeal hearing is independent and impartial and that it is seen to be so. In deciding the make-up of the panel, AHF non-executive committee need to try and ensure that it is a cross-section of the categories of non-executive committee members and sensitive to the issues of race, culture and gender.

The aim of the hearing, which needs to be held in private, will always be to resolve the complaint and achieve reconciliation between the school and the complainant. The panel chair will ensure that the proceedings are as welcoming as possible. Extra care needs to be taken when the complainant is a child. Careful consideration of the atmosphere and proceedings will ensure that the child does not feel intimidated.

The panel needs to be aware of the views of the child and give them equal consideration to those of adults. Where the child's parent is the complainant, it would be helpful to give the parent the opportunity to say which parts of the hearing, if any, the child needs to attend. The chair of the panel needs to ensure that the complainant is notified of the panel's decision, in writing with the panel's response; this is usually within a set deadline agreed at the hearing. The letter also needs to explain that there will be no further rights of appeal beyond the complaints appeal panel.

Time Scales

Complaints need to be considered and resolved as quickly and efficiently as possible and within a realistic time scale that may be set by the non-executive complaints lead or the Principal and agreed by the complainant.

Review of Complaints

The non-executive committee will monitor the level and nature of complaints and review the outcomes on a regular basis to ensure the effectiveness of the procedure and make changes where necessary. The Principal will report any official complaints in the Principal's report to non-executive members. As well as addressing an individual's complaints, the process of listening to and resolving complaints will contribute to school improvement. When individual complaints are heard the nonexecutive committee may identify underlying issues that need to be addressed. The monitoring and review of complaints by the school and the non-executive committee will be a useful tool in evaluating the school's performance.

Publicising the Procedure

Although there is no legal requirement for this complaints policy / procedures to be publicised, AHF school will make this policy available on the school web site.

A hard copy will also be kept in the school office.

COMPLAINTS FORM

Please complete and return to the Principal who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil:

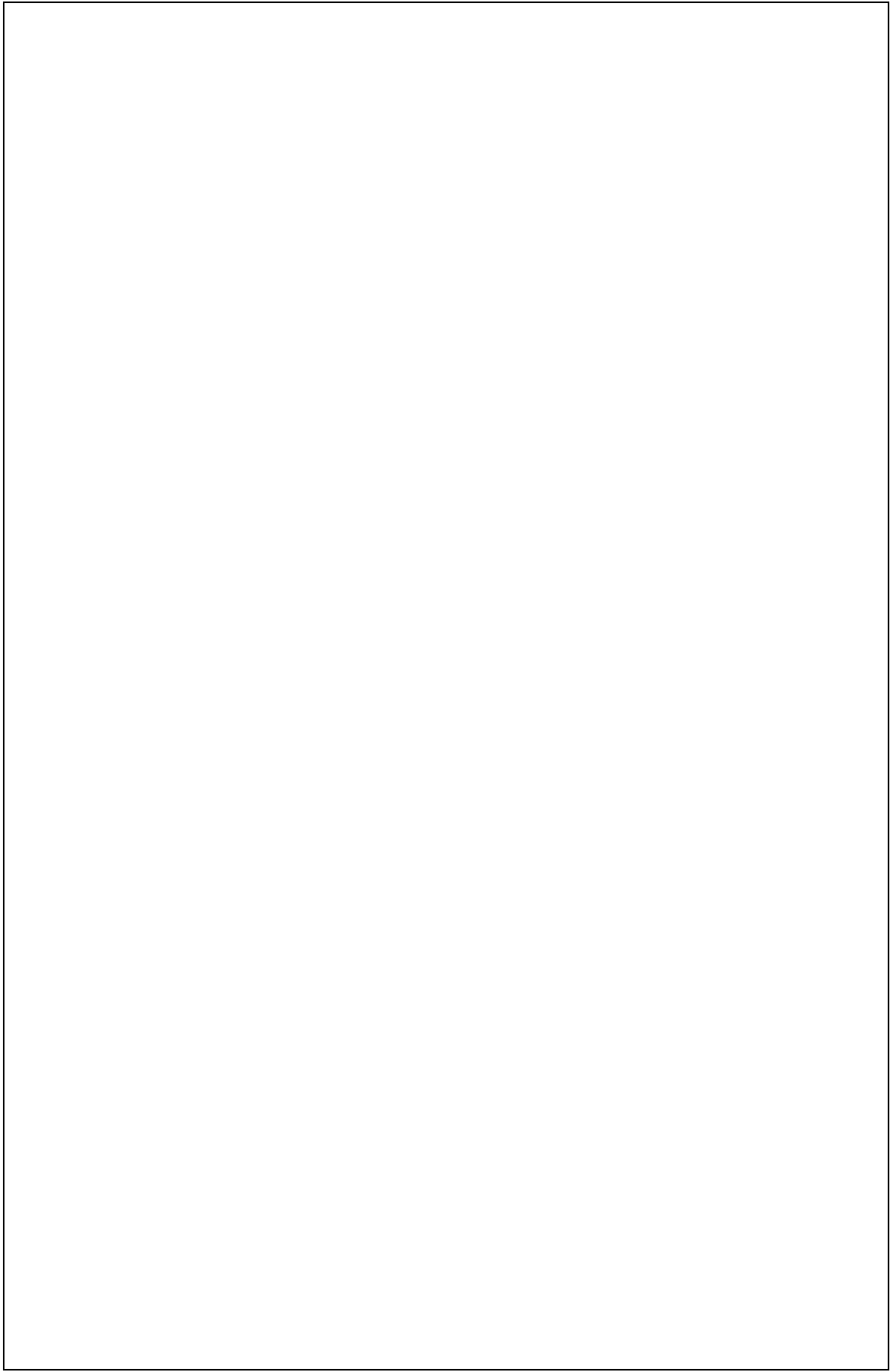
Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint.



What action, if any, have you already taken to try and resolve your complaint.
(Who did you speak to and what was the response)?

Signature:

Details of Action Taken:

Signature:

Name:

Date: