

Complaints Procedure

This policy is written with regard to **Education (Independent School Standards) (England) Regulations 2015**.

It is the fundamental aim of the school that all complaints are dealt with appropriately and efficiently, and that there are clear and accessible avenues for students and parents to raise matters of grievance to responsible adults.

As children in boarding do not have frequent access to parents other than through telephone calls and the post, a procedure is required to allow students to approach appointed and independent adults, with confidentiality and support being the important factors.

This involves the implementation of the following:

Managing Informal Complaints/Minor Problems

- Complaints box: This is where students may leave informal complaints and grievances, such as the loss of property, lack of access to amenities and facilities etc. Such minor problems would be resolved by class teachers and form tutors, and would involve the form of mediation, advice and resolution through appropriate means.
- Where a minor problem arises at source, or where a minor complaint is made directly and verbally, this should be recorded (if deemed appropriate) by the person approached (should he be a teacher or an appointed official). The problem should be dealt with at source with explanation and mediation being the key forms of resolution.
- Care should be taken to make a distinction between younger and older students. For example, a younger student may consider the loss of property as a serious matter (thereby provoking a formal complaint) and a senior student may consider the same matter as less serious and trivial (resulting in an informal complaint).
- Informal complaints may be recorded where the official in charge recognises consistent occurrence of the complaints or suspects that the complaint was deemed less straightforward than normal (i.e. malicious intent is suspected).
- Where the resolution of a minor problem involves little more than verbal mediation and advice, then this should be done speedily and confidentially. Failure to do so would be negligent and may result in the matter deteriorating into a serious complaint where the formal procedure should have to be initiated.
- If a student complaint is recorded, then the action taken should be recorded and kept in the student complaint file and dated.

Managing Formal Complaints/Major problems

Formal complaints may be defined as arising from matters that cause emotional or physical distress to someone, resulting in a deterioration in their health, work and leisure. Formal complaints are to be taken most seriously and therefore a number of avenues are to be created to maximise the ways that a student can raise these issues:

- Students may approach appointed senior students informally, where they may raise matters causing distress to them. These matters would then be recorded and referred to the student support/welfare officer, who is appointed and answerable directly to the principal.
- Students will also be able to convey their serious complaints in confidence to Independent Listeners, one of whom will be a General Practitioner and the other a person who is not employed by, or related to persons employed by, the school.
- The complaint would be dealt with efficiently and speedily and with confidentiality as a key factor.
- Where a formal and major complaint is made, the Independent Listener will be present to ensure a satisfactory process and resolution.
- Where a major complaint is made and there is requirement for further consultation, the Local Safeguarding Children's Board will be consulted where appropriate prior to the process being initiated.

Managing Parental Complaints

- Parents are encouraged to make complaints regarding any aspect of the school directly and confidentially to any member of staff at Jamia, including the principal.
- The principal will designate responsible individuals to consider the complaint and offer a resolution to the matter or corrective measure; this may be a teacher, welfare officer, school headteacher or supervisor. In the case of most complaints, the resolution will be resolved on an informal basis.
- If a parent is not satisfied with the response to a complaint, they will be encouraged to make a written complaint directly to the principal to reconsider the complaint.
- The principal will be expected to respond in writing within 10 days of receiving the complaint, outlining the measures to be taken to address the complaint.
- Where parents are not satisfied with the response from the principal, as mentioned above, they may appeal to a panel of individuals appointed by the managing trustees. This panel will consist of a senior teacher with child protection responsibilities, a senior Aalim (scholar) and a third person independent of the management and running of the school and who were not directly involved in the matters detailed in the complaint
- The Principal will convene the independent appeal panel within a fortnight of receiving the appeal.
- The panel will hear representations from all parties involved in the complaint. Parents may attend panel hearings with a representative, make representations and have such representation made on their behalf.
- The panel will make efficient deliberations on the complaint and make a copy of the findings and recommendations available to the principal/proprietor complainant and other relevant parties within a week of completing panel hearings.
- The Panel will endeavour to reach a finding and notify all parties of the findings and recommendations within a fortnight of completing their hearings.
- A written record of all complaints and any panel hearing processes will be kept, whether they are resolved following a formal procedure, or proceed to a panel hearing including action taken by the school as a result of these complaints together with all correspondence, statements and records.
- All complaints, and correspondence relating to them, will be kept confidential except where the Secretary of State for Education or OFSTED/HMI requests access to them.