



## **COMPLAINTS POLICY**

At Madrasah Zakaria, we always endeavour to provide high quality education whilst ensuring we build positive relationships with children, parents, community members and other stakeholders. In order to further enhance this relationship and to encourage continuous improvement we feel it essential that concerns and complaints are dealt with appropriately and effectively in a timely manner.

We strongly believe that it is in everyone's interest that complaints are resolved at the earliest possible stage. If any parent is unhappy with the education that their child is receiving, or have any concerns relating to any aspect of the madrasah, we encourage them to talk to their child's class teacher immediately. There is no doubt that if a concern is shared with the class teacher they can either reassure worried parents or together devise steps to take to address the concern. Parents must never worry about sharing their concerns with the class teacher. They **WILL** always be taken seriously.

### **Aim**

This policy aims to:

- Encourage the resolution of concerns and complaints by informal means wherever possible;
- Ensure that concerns are dealt with quickly, fully and fairly and within defined time limits where possible;
- Provide effective and appropriate responses to concerns and complaints;
- Maintain good working relationships between the school and all those involved;
- Respect people's desire for confidentiality.

At each stage in the complaint procedure the school will seek to look at ways how the complaint can be resolved. It might be sufficient to acknowledge that the complaint is valid in whole or in part. In addition it may be appropriate to offer one or more of the following:

- An apology;
- An admission that the situation could have been handled differently or better;
- Explanation of the steps that have been taken to ensure it does not happen again;
- Assurance that the event that was the basis of the complaint will not recur;
- An undertaking to review policy or procedure in light of the complaint;
- An explanation that there is insufficient evidence and thus the complaint cannot be upheld;
- An explanation that, following investigation, the evidence does not substantiate the concern;
- Details of any disciplinary procedures that have taken place as a result of the complaint will not be shared.

### **Procedure**



### Stage 1 (Informal): Complaint heard by staff member

Any parent who has a concern regarding their child's education should discuss the matter, in the first instance, with the child's class teacher. In our experience most matters of concern can be resolved positively in this way with apologies where necessary and agreed course of next steps to be taken.

There may be instances where the staff member may feel it appropriate to refer the matter the Headteacher. In this instance they will inform the parent and the Headteacher will deal with the complaint liaising with the class teacher as necessary and respond to within 5 days. If the response is unsatisfactory then the parent may wish to proceed to stage 2.

### Stage 2 (Formal): Complaint heard by Headteacher

If a parent feels their concern is of a more serious nature, then they should make an appointment to see the Headteacher.

Parents will be informed of the outcome in writing within 10 working days of meeting the Headteacher.

The Headteacher may delegate the task of collating the information to another staff member but not the decision on the action to be taken.

### Stage 3 (Formal): Complaint heard by Taleem Shura

If parents are not satisfied with the response from the Headteacher or that the complaint is about the Headteacher then they should write to the Taleem Shura to request that the complaint is considered further. The complaint must be made in writing stating the nature of the complaint and a brief summary of how the madrasah has handled it so far. He/she will acknowledge the receipt of the complaint in writing or by phone.

The complaint will be considered by the Taleem Shura. Parents will be informed of the outcome in writing within 15 days of when they acknowledge the complaint.

In the event that the complaint is about the Taleem Shura then parents should write to the Chair of Zakaria Masjid Committee.

### Stage 4 (Formal): Complaint heard by the Zakaria Masjid Committee

If in the event that the complainant is still not satisfied after stage 3 then they can escalate the matter to the Zakaria Masjid Committee who will hear the complaint. The panel will comprise of nominated



members of the Zakaria Masjid Committee and will be chaired by the Chair, unless he / she has been involved in previous stages. In this instance the Vice Chair or another nominated member will chair.

The Zakaria Masjid Committee is the last stage of the complaints process and is not convened merely to rubber stamp previous decisions. It is an impartial panel which does not consist of individuals who have had previous involvement in the process. Individual complaints will not be heard by the Zakaria Masjid Committee at any previous stage, as this could compromise the impartiality of any panel set up for a disciplinary hearing against a member of staff following a serious complaint.

Remit of Zakaria Masjid Committee

The panel can:

- Dismiss the complaint in whole or in part;
- Uphold the complaint in whole or in part;
- Decide on the appropriate action to be taken to resolve the complaint;
- Recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not recur,

The Chair of the Panel will notify the complainant of the panel's decision, in writing including the reasons for the decision. A deadline for this will be set at the hearing and communicated to the complainant. The letter will also explain if there are any further rights of appeal and, if so, to whom they need to be addressed.

#### General Principles

- No member will sit on a panel if he/she has had prior involvement;
- We will attempt to ensure that the panel consists of a cross section of the categories of members and sensitive to the issues of race, gender and religious affiliation;
- At any stage throughout the complaints process the parent may be accompanied or represented by a person of their choosing;
- The aim of the hearing, which needs to be held in private, will always be to resolve the complaint and achieve reconciliation between the madrasah and the complainant;
- The panel Chair will ensure that the proceedings are as welcoming as possible;
- The panel will equal consideration to the views of the child as they do to an adult.