

COMPLAINTS POLICY AND PROCEDURES

PURPOSE:

To establish a procedure for dealing with complaints relating to the school, as required by Section 29(1)(a) of the Education Act 2002. It is also based on guidance for schools on complaints procedures from the Department for Education (DfE).

SCOPE

All matters relating to the actions of members of teaching and support staff and application of school procedures where they affect individual pupils concerned.

INTRODUCTION

Al-Fajr Arabic School is committed to providing children with an enriching learning experience. We are committed to working with parents, carers and the wider community to achieve the best for our students. We actively continue to improve our education service by listening and responding to feedback from all in our school community.

We aim to provide services of a high standard to every child; we know that sometimes things do go wrong. We are committed to working with you to provide the absolute best for all our children and this includes responding quickly and proportionately to concerns that you raise.

This procedure is appropriate for use not only by parents and carers but by any person who engages with the school, including members of the local community.

PRINCIPLES

- Your complaint will be heard, taken seriously and will be given a response.
- We will ensure that making a complaint is as easy and simple as possible. We use complaints to continually improve.
- We will deal with all concerns and complaints promptly, politely and seek to resolve matters amicably in the first instance.
- Your complaint will be looked into thoroughly and fairly.
- We will treat concerns and complaints confidentially, unless exceptionally we must share this information with other agencies to safeguard and protect children. In this case, parents will be informed.

- We will always treat complaints with sensitivity and care. We will try to keep all information confidential but some information sharing may be necessary to carry out a thorough investigation.
- We will keep you up to date with progress made at each stage and keep to the time scale outlined.
- You will get an apology if we have made a mistake and we will tell you what to do to put things right.
- Anonymous complaints will not be investigated under this procedure, unless they are exceptionally serious.

STAGE 1: COMPLAINT HEARD BY TEACHER

It is most important to recognize the difference between a concern and a complaint. A concern can be defined as a cause of worry, whilst a complaint can be defined as an expression of dissatisfaction. In most cases, parent concerns about issues related to the children or the school can be handled successfully through informal, or when necessary, formal means. Child related issues should initially be raised with a class teacher first in person or in writing. After this initial approach, if the matter is not resolved in a maximum of 3 Sundays, it passes on to Stage 2.

STAGE 2: COMPLAINT HEARD BY HEAD TEACHER

At this stage, the complaint is referred to the Headteacher -the Complaints Officer- who will be informed of the progress of the investigation and outcome. A record of this will be held by the coordinator to help improve future practice.

The complainants should request a meeting with the Headteacher who will meet or speak with the parents about their concerns, and normally reach a decision. The Headteacher will try to ascertain what outcome or resolution would be most acceptable to the complainant. For stage 2, the time scale is 5 Sundays from the date was initially made.

CONFIDENTIALITY

Conversations and correspondence will be treated with discretion. It is important that parents know that complaints will not penalize their child. However, from the outset, all parties to a complaint need to be aware that some information may have to be share with others involved in the operation of the complaint's procedure.

RECORD KEEPING

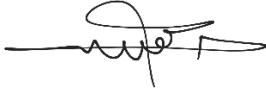
All stage 1 and stage 2 complaints will be recorded by the person handling the complaint. At stage 2 the complaints coordinator will also keep a record of the complaint and the outcome.

If the Head teacher is unable to resolve any complaints brought forward, they will be taken up to the management committee of Al-Fajr Arabic School.

MAILICIOUS COMPLAINTS

Where a complainant attempts to reopen an issue, which has already been dealt with, a member of the Management Committee will contact them to inform that the case is closed. Where further correspondence is received on the same matter, this will be considered malicious and the school will be under no obligation to respond further to that correspondence.

For Al-Fajr Arabic School: Agreed by the Management Committee

Name:	Ahmed Limam
Signature:	
Date:	03/09/2023