



# Complaints Policy

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## **Complaints Policy**

### **Introduction**

At Oakwood Primary School, we pride ourselves in the pastoral care and the quality of teaching and learning we provide our pupils. All staff and leaders work hard to fulfil the school aims and help every pupil to achieve their full potential. We however recognise that there may be times when parents or carers feel that we fall short of these aims. It is at this time a parent or carer may feel that they need to make a complaint. All complaints are dealt with according to this procedure.

We believe that complaints form a positive part of self-evaluation and school improvement processes and welcome any concerns parents or carers may have. At no time however will we tolerate our staff being subjected to abuse, threatening or immoral behaviour.

This complaints procedure is available to all parents. All formal complaints must be made through the head teacher, which also includes complaints made against the Trustees. Complaints made against the head teacher must be made to the School Improvement Advisor. The investigation will be conducted according to Islamic principles and legal requirements reflecting fairness. The head teacher will follow up any remedial action where applicable. In the event of any complaint, the parents must go through the following stages:

### **Stage 1: Informal**

It is hoped that most complaints and concerns will be resolved quickly and informally. If parents have a complaint, they may speak to their child's class teacher. In most cases, the matter will be resolved as quickly as possible. If necessary, the teacher will speak to the head teacher for advice and guidance before returning to the parent or carer. Complaints made to the head teacher directly will usually be referred to the class teacher unless the head teacher deems it appropriate to deal with the matter personally. Class teachers are expected to keep a record of all complaints made to them.

If parents/ carers are not satisfied, they will be advised to obtain a copy of the complaints policy from the school office and proceed with Stage 2 of this procedure.

### **Stage 2: Formal**

If the complaint cannot be resolved on an informal basis, then parents should put in their complaint in the writing to the head teacher. Parents will receive a written confirmation of receipt of the complaint within two working days of the head teacher receiving it.

The head teacher will decide, after considering the complaint, the appropriate course of action to take. It may be necessary for the head teacher to carry out an investigation. However, the head teacher will keep written records of all meetings and interviews held in relation to the complaint, keeping all parties fully informed where necessary.

Once the head teacher is satisfied that, insofar as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision. The head teacher will also outline the reasons for the decision. This will be done within 14 working days of receiving the complaint.

Should the matter not be resolved to the parent's satisfaction, they will be advised to proceed with the complaint in accordance with Stage 3 of this procedure.

### **Stage 3: Panel Hearing**

If parents seek to invoke stage 3, they will be referred to a complaints panel who will acknowledge the complaint within 2 working days of its' receipt.

If the complaint relates to the head teacher, the School Improvement Advisor will arrange the hearing panel to listen to the complaint within fourteen days. This will consist of at least three people who have not been directly involved in the matters detailed in the complaint and one of these persons on the panel will be independent of the management and running of the school.

Parents can be accompanied by one other person, if they wish.

If the panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars will be supplied to all parties no later than 5 working days prior to the hearing.

Where possible, the panel will resolve the parents' complaint immediately without the need for further investigation. Where further investigation is necessary, the panel will decide how this should be carried out.

After due consideration of all facts that they consider relevant, the panel will reach a decision with a set of findings from which they will make appropriate recommendations. This will be completed within 7 working days of the hearing. The decision of the panel will be deemed final.

The panel's findings and recommendations will be sent in writing to the parents, the head teacher, the School Improvement Advisor, and, where relevant, the person complained about within 14 working days of the hearing.

A copy of the findings will be kept on the school premises for inspection.

The hearing panel will provide their findings and recommendations within twenty-one days.

A written record of all the complaints will be kept, indicating whether complaints were resolved at Stage 2, or preceded to a panel hearing and detailing what action was taken by the school as a result of those complaints. (Appendix 1)

The number of complaints received for the preceding year will be kept in school records and will be available on request.

### **Privacy and confidentiality**

All concerns and complaints will be treated seriously and confidentially, except where legal obligation prevails.

### **Monitoring and Review**

The head teacher and Trustees monitor the complaints procedure by examining school complaints data on an annual basis.

Where necessary, areas of improvement are highlighted and reviewed for improvement.

The head teacher will take into account any changes to the Independent School Standards or other guidance that might affect the complaints process and make necessary modifications to this policy.

This policy will be reviewed annually,