

STUDENT AND PARENT COMPLAINTS PROCEDURE

Introduction

Madrasah Islamiyah prides itself on the quality of the teaching and pastoral care provided to its pupils. We welcome suggestions and comments from students and parents and take seriously any complaints or concerns that are brought to our attention. Even if concerns do not warrant a complaint they should still be brought to our attention as set out below. All complaints will be treated as expressions of genuine dissatisfaction and complainants can expect to be treated fairly and in accordance with this Procedure. Complaints are handled in line with the requirements of the law. Printed copies are available on request.

Making a complaint

Stage 1 – Informal complaint (resolution within 14 days of receiving complaint)

Students and Parents can talk directly to a member of staff, write a letter, send an e-mail or telephone. Please try to be as clear as possible about what is troubling you. Most complaints and concerns should be resolved quickly and informally. It is usually best to start with the person most closely concerned with the issue.

Parents should normally contact the Madrasah office to arrange a parent and teacher meeting. In most cases the matter will be resolved at this level to the parents' satisfaction. If the teacher cannot resolve the issue, it may be necessary for the matter to be referred to the Head Teacher.

Complaints made directly to the Head Teacher will usually be referred to the appropriate designated member of staff unless the Head Teacher deems it appropriate to deal with the matter personally.

Should the matter not be resolved within 14 days, or in the event that the member of staff and the parents fail to reach a satisfactory resolution, parents should proceed with their complaint in accordance with Stage 2 of this Procedure.

When a complaint has been resolved at Stage 1 the member(s) of staff handling the matter will ensure that all related records and correspondence (including copies of all e-mails) are passed to:

- The Head Teacher
- Madrasah office administration team

Correspondence and records will be retained for three years from the date of resolution.

Stage 2 – Formal complaint (with resolution within 14 days of receiving formal complaint)

If the complaint cannot be resolved on an informal basis, then complainants should put their complaint in writing to the Head Teacher. After considering the complaint the Head Teacher will decide on the appropriate course of action to take. In most cases, the Head Teacher will meet with the parents concerned, normally within 7 days of receiving the complaint, to discuss the matter and if possible, a resolution will be reached at this stage. Where circumstances prevent a face to face meeting, discussions will take place by telephone or, if necessary by e-mail.

Complainants may be accompanied at meetings by one other person, however legal representation is not deemed appropriate. The Head Teacher will produce written records of all meetings, discussions and interviews or may arrange for another member of staff to attend to make such records.

The Head Teacher may also arrange for other members of staff to attend the meeting if he/she believes that their presence can assist in the resolution of the complaint. It may be necessary for the Head Teacher to carry out further investigations before arriving at a decision. Once the Head Teacher is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. This will usually be no later than 28 days following receipt of the written complaint. The Head Teacher will give reasons for his decision and, if appropriate, outline any remedies that are to be put in place.

If complainants are not satisfied with the decision, or if the substance of the complaint directly concerns the performance or actions of the Head Teacher, they should proceed to Stage 3 of this Procedure within 14 days of receipt of the written outcome. When a complaint has been resolved at Stage 2 the Principal will ensure that all related records and correspondence (including copies of all e-mails) are retained for three years from the date of the matter being resolved.

Stage 3 – Panel Hearing

If complainants wish to take their complaint to Stage 3 (following a failure to reach an earlier resolution or if the complaint relates to the performance or actions of the Head Teacher) they should write to the chair of the Madrasah Committee who is responsible for convening complaints' panels. Complainants should explain the grounds for their complaint and what remedy they are seeking. The chair will then refer the matter to the Complaints Panel for consideration.

The Panel will consist of three individuals who have no direct involvement in the matters raised in the complaint. These may include Senior Member/s of staff/Office Bearer/Member of the Madrasah Sub-Committee. The Complaints Panel will include one panel member who is independent of the management and running of the Madrasah. The chair, on behalf of the Panel, will acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 14 days. If the Panel deems it necessary, they may require that further information concerning the complaint or any related matter be provided in advance of the hearing. Copies of such information will be supplied to all parties not later than 5 days prior to the hearing.

Complainants may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. If possible, the Panel will resolve the complainant's complaint immediately without the need for

further investigation; however if further investigation is required, the Panel will decide how it should be carried out.

After due consideration of all facts they consider relevant, the Panel will reach a decision; where possible this process will be completed within 14 days of the Hearing. The decision of the Panel will be final.

The Panel's findings will be sent in writing to the parents with reasons for the decision and, if appropriate, an outline of any remedies that are to be put in place. Copies will also be sent to the Principal and to any individual(s) to whom the complaint referred.

When a complaint has been resolved at Stage 3 the chair will ensure that all related records and correspondence (including copies of all e-mails) are retained for three years from the date of the matter being resolved.

Further Actions

The Madrasah hopes that it will be able to satisfy the complainants concerns. However, if, having followed the above procedure the complainant remains dissatisfied in relation to a complaint about the welfare of student/s then they may wish the Head Teacher who dealt with the complaint at Stage 2, not be involved at stage 3.

Contacts

Madrasah Office – office@mpit.org.uk

Madrasah phone – 01924 423786

Head Teacher – headteacher@mpit.org.uk

Chair of Madrasah Committee – info@mpit.org.uk (please mark FAO: Chair of Madrasah Committee, private, confidential and important).

Confidentiality and Record Keeping

Concerns and complaints raised by Complainants will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints will be kept confidential except to the extent where disclosure is required under other legal authority.

A written record will be kept of all complaints, any action taken and the stage at which they were resolved. All such records will be kept for a minimum of 3 years. Details of the written complaints record and the action taken in relation to each complaint may be provided to other legal authorities if required.