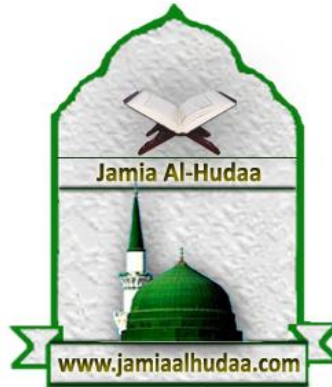


Jamia Al-Hudaa Nottingham



Parents / Guardian's Complaint Procedure

Date: November 2016

Review Date: November 2018

To be reviewed by: Principal/SMT

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Scope of policy

Jamia Al-Hudaa prides itself on the quality of Islamic and National Curriculum teaching and pastoral care provided to students, however it recognizes that parents will, from time to time, have normal and legitimate concerns about the progress, achievement, behavior or welfare of their son / daughter. Parents are encouraged to make those concerns known to staff so that they can be addressed in partnership with the Jamia.

Jamia Al-Hudaa recognises the difference between a 'concern', which can be conveyed informally and a 'formal complaint' which takes the form of specific focussed dissatisfaction. Jamia Al-Hudaa will take all concerns and complaints seriously and will make every effort to deal with complaints informally, at an early stage, in the spirit of continued respect and partnership.

At Jamia Al-Hudaa we aim to:

- Resolve all complaints within 28 working days of the complaint being received.
- Ensure that complaints are dealt with in line with the procedures set out in this document.
- Ensure that complaints are resolved either to the complainant's satisfaction or with an otherwise appropriate outcome which balances the rights and duties of students.
- Ensure that, where appropriate, a full and fair investigation of the issue is undertaken.
- Ensure that no-one, including a student, is penalised for raising a concern or making a complaint in good faith.
- Keep a written record, for at least three years, of all complaints, the action taken and at what stage they were resolved. (Note: This information is provided to Ofsted at their request).
- Regularly review the record of all written complaints and their outcomes to identify whether review or change in practice is needed or so that patterns can be identified and appropriate interventions made. This review will be carried out by the Principal (or a designated senior leader).
- Keep confidential all records relating to individual complaints except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act, as amended, requests access to them.

Roles & Responsibilities

A record of formal complaints and their outcomes is kept by the Deputy Head Teacher (Mrs Neelam Khan) in her office and is reviewed regularly by the Head Teacher.

The number of complaints registered under the formal procedure during the last academic year **2015-16** was **1**.

A summary of the stages in this Jamia Al-Hudaa’s complaints procedure

The diagram below provides a summary of the procedures detailed in this booklet. Because this is only a summary you are advised to ensure you have read the relevant section of the guidance in detail before starting out on any of the stages. Please remember that it is normal and expected that each stage will be followed in sequence. It is also expected that there will be good reason to move on to the next stage in the procedures.

INFORMAL	
What you should do	What will happen
Discuss the problem with the class or subject teacher, Head of Curriculum or Designated Safeguarding Lead.	The relevant person will make a written record of all complaints, the date on which they were received and any action taken by the Jamia as a result.
<input type="checkbox"/>	
Should the matter not be resolved within 10 working days or in the event of failing to reach a satisfactory resolution please proceed to Formal Stage 1 of this procedure	
<input type="checkbox"/>	
FORMAL	
Stage 1: Write to the “Designated Safeguarding Lead” stating you are making a formal complaint. State your complaint; give all relevant details, your name and how you may be contacted.	You should receive an acknowledgement within 5 working days and the Designated Safeguarding Lead’s findings within 10 working days.
<input type="checkbox"/>	
If you are not satisfied with the findings of the Designated Safeguarding Lead	
<input type="checkbox"/>	
Stage 2: Write to the Head Teacher. State your complaint; give all relevant details including why you do not accept the Designated Safeguarding Lead’s findings, your name and how you may be contacted.	You should receive an acknowledgement within 5 working days and the Head Teacher’s findings within 10 working days.
<input type="checkbox"/>	
If you are not satisfied with the findings of the Head Teacher	
<input type="checkbox"/>	
Stage 3: Write to the Principal within 10 days stating why you are not satisfied with the Head Teacher’s finding.	You should receive an acknowledgement from the Principal within 5 working days and the findings within 15 working days.*
<input type="checkbox"/>	
If you are still not satisfied or believe that the Jamia’s complaints procedure was not followed appropriately	
<input type="checkbox"/>	
Stage 4: Write to the Chairperson of the Madni Trust within 10 days stating why you are not satisfied with Principal’s findings. Request that a Complaints Panel is set up to investigate the matter.	The Chairperson of the Madni Trust will set up a panel to meet within 21 working days. You may be accompanied by one other person. The Panel will advise you of its findings within 5 working days.
THIS DECISION IS FINAL	
* These timescales are advisory only in recognition of the voluntary nature of the work of the Principal.	

How to make a complaint about Jamia

What is this booklet for?

Things do not always happen as you might expect. You may have a disagreement with the way your child is being educated or supervised whilst at Jamia. This booklet explains how you can solve your concerns as quickly and effectively as possible. It can also help you if you want to make a formal complaint about an unresolved issue.

Informal Stage

Anyone (with parental responsibility for a student at Jamia) with a concern about any aspect of the Jamia is encouraged to raise their concern, either personally or through someone else, with their child's class or subject teacher or Hostel Nazims (Supervisors). This can often resolve the problem.

You may wish to take your concern straight to the Designated Safeguarding Lead who may ask if you have talked to the relevant teacher or Nazim (Supervisor), and may want you to arrange a meeting to do that.

The main priority is to resolve the matter quickly and calmly. It is likely that a problem will become more difficult to solve as more people become involved. Try to involve just the people who you feel may help to solve the problem. If you are uncertain how to present your concern you can ask one of the senior staff members of Jamia for advice. They can only offer general advice.

I still can't resolve my concern. What should I do next?

If the concern cannot be resolved by informal means then the person expressing the concern will be told of the option of pursuing a formal complaint and be provided with the copy of this procedure.

The issue will now become a formal complaint.

- At this level it is important that everyone involved is clear about the procedures and the nature of the complaint, so you should make important points in writing.
- There are four possible stages to the formal complaints process, with a view to solving problems at the earliest possible stage.
- With the exception of a complaint against a Designated Safeguarding Lead (when you should start at Stage 2), you should complete stage one before moving to the next.

The Formal Complaints Procedure

Stage 1

Write to the Designated Safeguarding Lead saying that you are making a formal complaint. Say what your complaint is, with all relevant details, your name and how you can be contacted. If your complaint is about the Designated Safeguarding Lead go straight to Stage 2.

The Designated Safeguarding Lead should acknowledge your letter within 5 working days¹. She will look into your complaint and decide the best way of solving the problem. Hopefully you will be able to accept the Child Protection Officer's guidance.

If this does not resolve your complaint, or if the Designated Safeguarding Lead has not offered a way forward within 10 working days of your writing to the Jamia, you should go to Stage 2 of this procedure.

Stage 2

If Stage 1 of the complaints procedure did not solve the problem or if the Designated Safeguarding Lead did not respond, or if your complaint is about the Child Protection Officer, you should do the following:

Write to the Head Teacher. The Jamia will advise you how to contact her. Include in your letter all relevant details about your complaint, why (if relevant) you are dissatisfied with the Child Protection Officer's findings, your name and how you may be contacted. If it is more convenient, you can include copies of any previous letters about the problem.

Your letter must be acknowledged within 5 working days².

The Head Teacher will speak with everyone involved and will give you a written reply to your complaint within 10 working days².

In the unlikely circumstance that Stage 2 does not provide a result that you can agree to, you should consider the next Stage.

Stage 3

If Stage 2 did not give a satisfactory result or if your complaint is about the Head Teacher, you can write to the Principal. Include in your letter all relevant details about your complaint, why (if relevant) you are dissatisfied with the Head Teacher's findings, your name and how you may be contacted. If it is more convenient, you can include copies of any previous letters about the problem.

Your letter must be acknowledged within 5 working days.

It is likely that the Principal will be using the Jamia address as his point of contact, so make sure you seal your envelope and mark it "**Urgent and Confidential**".

The Principal will give you a written reply to your complaint within 15 working days. He should be aiming for a solution that everyone is happy with.

¹ A letter sent close to the start of a Jamia holiday may not be dealt with until Jamia re-opens.

² A letter sent close to the start of a Jamia holiday may not be dealt with by the Head Teacher until Jamia re-opens.

Stage 4

If you are not satisfied with the Principal's findings or have evidence that your complaint was not handled fairly according to the Jamia's complaints procedure, you can write to the Chairperson of the Madni Trust. In your letter you must explain your complaint, confirming that each stage of the Jamia's complaints procedure has been completed or giving evidence that shows the Jamia did not follow the procedure and ask that a Complaints Panel is set up to consider your case. The complainant(s) can attend the Panel hearing and, if they wish can be accompanied by one other person.

The Panel will be made up of three members who have not been directly involved in the matters detailed in the complaint office and one of them will be independent from the management and the running of the Jamia. The Chairperson of Madni Trust will arrange for the Panel to meet no later than 21 working days after this request. During this period the following should happen:

- The Jamia will give you and the panel copies of all papers about the complaint. You can provide extra written material if you wish by sending a copy to the Chair of the Complaints Panel, c/o the Jamia, with a copy to the Principal.
- The Panel will question everyone involved until they are satisfied that they have all the information they need.
- The Panel must be fair and can take any action they wish to ensure fairness.
- Advisers or officers called to the Panel to answer factual questions are not allowed to take part in the decision.
- Sometimes the Panel may realise that they need further information that is not available straight away. They can then agree to halt the meeting and meet again at another time. The Panel must try to deal with the complaint as quickly as possible.
- The Panel will reach its decision privately and will either support the earlier decision of the Chairperson of Madni Trust (Stage 3) or decide something different.
- You must be told what the decision is within 5 working days. The complainant, the Head teacher, Principal, Chairperson and, where relevant, the person complained about, should be given a copy of any findings and recommendations.

The decision of this Panel is FINAL and binding on all parties.

General Issues

Anonymous complaints:

Anonymous complaints cannot be dealt with by the formal procedure detailed in this booklet.

Confidentiality:

All complaints, related correspondences, statements and records of complaints are to be kept confidential.

Lobbying:

No one should lobby or put pressure on a person responsible for investigating a complaint. The investigating officer and/or panel may count this against you.

Special circumstances:

At times it may be necessary to change the way a complaint is dealt with. This could be because of the nature of the original complaint or because additional information comes to light. Other ways of dealing with a complaint include:

- staff disciplinary action
- criminal investigation
- child protection investigation

Withdrawal of complaints

You may withdraw your complaint at any time. If possible, you should write to the person who was last dealing with the matter. You will then be sent a written acknowledgement of the withdrawal of the complaint.

Record Keeping

All written records will be kept of all complaints, whether they were resolved at the preliminary stage, or whether they proceeded to a panel hearing.

Useful Addresses:

Chairperson
The Madni Trust
Forest House, Berkeley Avenue,
Mapperley Park,
Nottingham, NG3 5TT

Monitoring and Review

This policy is regularly monitored by the Principal/Senior Management to ensure that it is working as effectively as possible.



Complaints Log Sheet

Academic Year	No. of Informal Complaints	No. of formal Complaints
2015-16		
2016-17		
2017-18		



JAMIA AL-HUDAA



COMPLAINTS RECORD SHEET

Date of complaint:		Complaints Ref No:	
A: Source of complaint			
Parent (in writing, including email) ⁵	<input type="checkbox"/>	Staff member	<input type="checkbox"/>
Parent (in person)	<input type="checkbox"/>	Other (please state below)	<input type="checkbox"/>
Parent (phone call)	<input type="checkbox"/>		
B: Nature of complaint (please tick all boxes that the complaint relates to)			
Education	<input type="checkbox"/>	Safeguarding and Welfare	<input type="checkbox"/>
Behaviour	<input type="checkbox"/>	Other	<input type="checkbox"/>
Please give details of the complaint:			
C: How it was dealt with			
Staff member nominated to address the complaint			
Briefly outline all actions taken in attempt to resolve the complaint:			
D: Outcomes – Please give details			
E: Further Actions/Findings/Recommendations			
Staff Name	Signature	Date	