

Jamia Al-Hudaa Nottingham



Students' Complaint Procedure

Date: September 2018

Review Date: September 2020

To be reviewed by:
SLT/Principal

Students Complaint Procedure

The diagram below provides a summary of the procedures. 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.

If your complaint is about other students please go to Stage 1	If your complaint is about particular treatment from a member of staff go straight to Stage 3
What you should do	What will happen
Stage 1: If you are at Jamia you should speak to class or subject teacher, and if it is out of Jamia hours then you should speak to the In Charge of Hostel.	The relevant member of staff (whom you have passed the complaint) will resolve the matter on the same or next day.
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If you think that your problem has not been resolved by Class/Subject teacher Or In Charge of Hostel	
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Stage 2: If you feel that the problem has not been resolved then you may wish to speak with the “Designated Safeguarding Lead”	The Child Protection Officer will look into your complaint and decide the best way of solving the problem and it might take up to 3 Jamia days in resolving your complaint.
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If you are not satisfied with the findings of the Designated Safeguarding Lead	
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Stage 3: Speak or write to the Head Teacher. State your complaint; give all relevant details including why you do not accept the Designated Safeguarding Lead’s findings	You should receive Head teacher’s findings within 5 Jamia days
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If you are not satisfied with the findings of the Head Teacher	
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Stage 4: Write to the Principal within 7 days stating why you are not satisfied with the Head Teacher’s finding and also giving all relevant details.	The Principal will make decisions to resolve the matter or refer it to disciplinary committee. You should receive an acknowledgement from Principal within 5 Jamia days and his findings within 10 Jamia days. *
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If you are still not satisfied or believe that the Jamia’s complaints procedure was not followed appropriately	
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Stage 5: Contact the Independent Listeners, The office of the Children Commissioner or OFSTED and they will listen to your complaint and will make recommendations to the management of Jamia Al-Hudaa. Their details are as follows: <ol style="list-style-type: none"> 1. Fouzia Sajjad, 77 Port Arthur Road, Nottingham, NG2 4GD, Tel: 0115 808 1027, Mob: 07861 774379 2. Shanaz Din, 18 Harcourt Crescent, Nuthall, Nottingham, NG16 1AT, Tel 07812 664643 3. The Office of the Children's Commissioner, 20 Great Smith Street, London, SW1P 3BT Tel: 020 7783 8330 Website: www.childrenscommissioner.gov.uk 4. OFSTED Ofsted National Business Unit, Piccadily Gate, Store St, Manchester, M1 2WD, Tel 0300 123 4666 	
* These timescales are advisory only in recognition of the voluntary nature of the work of the Principal.	