

Raising Concerns And Resolving Problems At Tawhid Boys School

A Guide for Parents and Carers

Head teacher, School Staff and the Shura at Tawhid Boys School are committed to maintaining a positive partnership with parents. Sometimes things happen which make children or parents unhappy. It is important that parents and carers feel able to raise concerns and do this in the best way.

In most cases, concerns and complaints can be resolved by talking to staff at the school. Sometimes parents may wish to raise a more formal complaint.

The following describes procedures used by our schools for dealing with general complaints.

Typically there are four main stages involved in raising concerns or making a complaint.

Stage 1 – Initial Approach

It is important that parents contact the school first with their concerns and make an appointment to talk to the Form Tutor or the subject teacher. Most problems can be sorted out in this way easily and informally.

Stage 2 – Head Teacher

If you are still unhappy the next stage is to raise a formal complaint by writing to the head teacher. The head teacher will investigate your complaint. After they have looked into the issues, you may be asked to meet with the head teacher or you may get a letter explaining the school's response.

In the event of a complaint is made against the Head Teacher, the complaint must be made in writing and address to the Chair of governors. The Chair of governors will investigate the matter taking full accounts of all events from both the Head Teacher and the person making the complaint. The Chair of governors will meet to solve the complaint.

Stage 3 – Appeal to School Development Committee (SDC).

If you are still unhappy after raising the complaint at Stage 2, you would need to inform the SDC in writing. You may be asked and have the right to meet with the SDC and explain your case. The SDC will listen to you and will inform you in writing of their decision.

Stage 4 – Appeal to School Shura Council (SSC)

You can write to the School Shura Council (SSC) care of the school. You should say exactly why you are unhappy with the SDC's findings and ask that a complaints hearing be arranged with SSC.

The SSC meet between 12 and 20 school days from the receipt of your letter. You will have the right to be accompanied to meet the SSC. An Independent observer will form part of the Shura Panel that will consist of at least three people who have not been directly involved in the matters detailed when investigating your complaint. The SSC findings will be final and you will be informed in writing about the committee's findings within 5 school days from the date of the hearing, Insha-Allah. The person complained, the Proprietor, Headteacher and the person complained about should all be given a copy of any findings and recommendations

Timescales for dealing with your complaint:

Ideally, complaints should be dealt with quickly, but if your complaint is complicated or requires detailed investigation, it may take a longer time to sort out. The school should let you know how a complaint is being addressed and when you can expect to hear from them. (see attached sheet)

Logging & Monitoring Complaints:

The School has a system for logging and monitoring Termly all complaints to ensure they have been dealt with as per School Policy. The School will retain records of previous academic years complaints. Written records will be kept of all complaints, indicating whether they were resolved at the preliminary stage, or whether they proceeded to a panel hearing. Correspondence, statements and records of complaints are to be kept confidential. *(Note that this does not apply to the requirement of the school to provide parents and other interested parties with information about the number of complaints registered under the formal procedure during the preceding year, nor to inspectors conducting inspections under section 162A of the Education Act 2002, as amended by schedule 8 of the Education Act 2005, or to the Secretary of State, should they ask for access to such records.)*

You have a concern or complaint

If your concern or complaint is about the headteacher

INFORMAL PROCEDURE

What you should do	What will happen
Stage 1: Discuss your concerns with the class teacher or other relevant member of staff. This will usually resolve the issue.	The member of staff concerned will deal with your issues within 3 working days or make information you need if you feel you want to take the matter further.

FORMAL PROCEDURE

If you are not satisfied with the response

Stage 2: Complain to the head teacher, either verbally or in writing.	Your complaint will be acknowledged within 5 school days with a full written response within 15 school days.
---	--

If you are not satisfied with the headteacher's response

Stage 3: Complain to the SDC in writing.	Your complaint will be acknowledged within 7 school days with a full response within 20 school days.
--	--

If you are not satisfied with the chair of governors' response

Stage 4: Write to the Shura of the School requesting that your complaint be heard by the members of the Shura council.	The complaints Shura Council will meet between 12 and 20 school days from receipt of your letter. The committee's decision is final and you will be told of its findings within 5 school days of the hearing.
--	---