

## 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 parents may wish to raise a complaint or concern. In most cases, concerns and complaints can be resolved by talking to staff at the school. It is in everyone's best interests in our school and the community to communicate well with one another and to ensure that any concerns and complaints are dealt with as quickly and appropriately as possible. In addition, concerns and complaints brought to the attention of the school can be an opportunity to inform, review and help improve school procedures.

The following describes procedures used by our school 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. However, the staff member may feel it more appropriate to refer the complainant to a more senior or experienced member of staff who will try to resolve the concern informally.

### Stage 2 – Head Teacher

If you are still unhappy, the next stage is to raise a formal complaint either by arranging an appointment to see the head teacher or by putting your concerns in writing. The head teacher (or their nominated representative) will then investigate the concerns and respond within agreed timescales. An acknowledgement will be made of the concern/complaint within seven school days. The headteacher/or their nominated representative will respond to the issues raised within 21 school days of receiving the complaint. If it is not possible to meet these timescales, then the headteacher will contact the complainant to discuss reviewing these.

If the concern or complaint is against the headteacher, in the first instance the complainant will need to write in confidence to the chair of governors at the school. The chair of governors will seek to resolve the issue informally before, if necessary, moving to Stage 3.

### 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 chair of the School Shura Council (SSC). 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 will meet between 11 and 21 school days from the receipt of your letter. You will have the right to be accompanied by one other person 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 7 school days from the date of the hearing, Insha-Allah. The complainant, the Proprietors, 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)

## COMPLAINTS POLICY

### 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.)*

