



Al-Ikhlaas Primary School

Complaints Procedure Policy

In the event of a parent feeling dissatisfied with the provision of education within the school, he or she should follow these steps:

Step One (Informal): Make an appointment with the relevant teacher delivering that aspect of your child's education [The governing board may intervene if requested by the teacher]. The complaint will be recording in the complaints file and the procedure will be tracked therefrom.

This should resolve the majority of such complaints. However, if a parent wishes to pursue the matter further;

Step Two (Informal): Arrange a meeting with the Headteacher, within a week of step one [The governing board may intervene if requested by the teacher].

Continued dissatisfaction?

Step Three (formal): Complete the complaint form and send to the Headteacher who will respond in writing, within 10 days [The governing board may intervene if requested by the head teacher].

Continued dissatisfaction?

Step Four (formal): Complete the complaint form and send to the Governing Board who will address the matter at the next Board Meeting which will be held within 10 days of receiving the complaint.

Provisions will be made for a hearing before a panel appointed by the Governing Body and consisting of at least three people who were not directly involved in the matters detailed in the complaint; one panel member is independent of the management and running of the school. This person is Mrs N Ali, who is head teacher at Edenfield Nursery. Parents will be entitled to attend this hearing. They may also be accompanied if they wish. The location of the hearing will be selected by the Governing Body.

A copy of the findings and recommendations of the Panel is sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about; and available for inspection on the school premises by the Governing Body and the head teacher;

A written record will be kept of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing. All correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act requests access to them.

The decision of the Chair of Governors will be final except in the case of serious misconduct where complaints will be referred immediately to the police or Department for Children, Schools and Families. If the Governing Body considers the complaint to be unclear, unsubstantiated, or of a vexatious nature, they reserve the right not to respond and the matter may be passed on to the relevant bodies.

The Governing Body reserves the right to change the policy as and when required.

Complaints about EYFS

Written complaints relating to EYFS requirements will be investigated and the complainant will be notified of the outcome of the investigation within 28 days of having received the complaint.

The complainant may wish to contact ofsted or isi directly on:

<https://complain.ofsted.gov.uk/>
ISI 0207 600 0100

Complaint Form

Your Name.....

Address.....

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Telephone Number.....

Name of child/children at the school.....

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Please give details of your complaint.....

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What actions do you feel might resolve the problem at this stage.....

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Signature.....

Date.....

Official Use:

Date of Acknowledgement sent.....

By whom.....

Complaint referred to.....

Date.....