

Al Mu'min Primary & Secondary School

FAITH *LEARNING* LIFE



Complaints Policy

September 2025-26

The aim of this policy:

- The school aims, to operate simple but widely known and understood procedures to ensure that complaints are considered and resolved in a timely, fair, consistent and equitable manner.
Users are defined as students, student's parent/guardian, staff.

The objectives of this policy are:

- To ensure that any action taken is necessary, fair and consistent, and that users are provided with adequate information concerning reasons for action and improvement sought (if appropriate).
- To clearly identify the process to be followed by the appropriate personnel in dealing with an issue.
- To indicate actions, which should be taken.
- To specify the levels of management, which have the authority to take or implement action.
- To ensure that no users will in any way be disadvantaged as a result of the complaints procedure.
- All complaints will be dealt with as quickly and efficiently as possible. The length of the period will vary with the gravity and complexity of the complaint and the urgency with which it needs to be settled. However, the intention is that all complaints should be settled within a period which is reasonable in all the circumstances.
- Improve communications by listening to the views of pupils, parents, staff, the local and wider community.

How a Complaint Can Be Made

A complaint can be made in the following ways:

- In person
- By telephone
- By letter

Care will be taken to:

- Clarify the nature of the complaint.
- Clarify the outcomes sought.
- Check whether the person making a complaint requires support of any kind, for example with language difficulties.
- Explain the complaints procedure.

The School does not wish to receive anonymous complaints and will not undertake to act on any information received in this way.

All complaints, received, including those ultimately resolved at an informal stage, should be recorded by the School's Administration team. The outcome of the complaint shall also be

Page | 2

recorded, together with reasons for that decision, the outcome falling into one of the following categories:

- Complaint resolved informally
- Complaint dismissed
- Complaint to be dealt with under another procedure
- Complaint upheld and the appropriate action is deemed to be one of:
 - counselling
 - training
 - general supervision
 - other management action

The Procedure

Stage One

A person with an informal complaint will normally seek to contact the member of staff responsible for the relevant issue via the School office as soon as possible and not later than within two days of the incident. Informal complaints may be resolved quickly and simply and often do not involve detailed or lengthy investigation. Stage 1 complaints may involve members of the SLT in their resolution.

Stage Two

A complaint becomes formal when it is put in writing to the Head teacher. The complaint form attached to this policy can be used or the complainant may write a letter. An acknowledgement will be sent by letter within two days. The Head teacher will investigate the circumstances thoroughly and impartially.

A written response will normally be issued within 15 School days of the complaint being received.

If the person making the complaint is not satisfied with either the outcome or the progress being made, then an appeal may be made, in writing, to the Proprietor & the complaint will move to stage three.

Stage Three

If the complainant remains dissatisfied, then an appeal may be made, in writing, to the Proprietor, who can be contacted via the School. The Proprietor will arrange for a panel hearing. The complaints panel hearing will take place within 10 School days of the Proprietor being contacted. The Proprietor will act impartially to ensure that all parties involved in the complaint have the opportunity to present their case to a minimum of three people who have not been directly involved in the matters detailed in the complaint, bringing with them one person from outside the School who is independent of the management and running of the school. This stage allows for a parent to attend and be accompanied at a panel hearing if they wish.

If the complaint is against the Head Teacher stage three will be used by the complainant.

The decision of the Panel Committee is final.

All Parties involved will receive a written Feedback on the outcome of the complaint and actions taking place and a copy given to the Head teacher.

The panel will make findings and recommendations and a copy of those findings and recommendations is provided to the complainant and where relevant, the person complained about and available for inspection on the school premises by the proprietor and the headteacher.

A written record will be kept of all complaints that are made whether they are resolved following a formal procedure, or proceed to a panel hearing and action taken by the school as a result of those complaints (regardless of whether they are upheld)

EYFS

We will investigate all written complaints relating to the school's fulfilment of the Early Years Foundation Stage requirements, and notify the complainant of the outcome within 28 days of receiving the complaint. The school will keep a record of the complaint and make this available to ISI upon request.

Parents and carers can notify ISI by emailing concerns@isi.net.

Records & Confidentiality

Anonymous requests will not be acted upon.

Written records of all complaints will be kept and will indicate whether they were resolved at the preliminary stage or whether they proceeded to a panel hearing. Complainants will be advised that while confidentiality will be respected as far as possible, it is not normally possible to resolve complaints without disclosing details of a complaint to relevant staff in order to allow the School a fair opportunity to resolve the issue. However, correspondence, statements and records of complaints will be kept confidential.

Aggressive or Obsessive Complaints

The School wants to deal fairly and honestly with complainants and ensure that School staff does not suffer detriment from persons making vexatious complaints. The SLT will write to vexatious complainants to inform them that their behaviour is considered to be unacceptable. Any violent and intimidating behaviour will be reported to the police and the complainant will not be allowed to enter the school premises again without the prior permission of the SLT.

Equalities Statement

The School aims to handle all complaints fairly and honestly regardless of who makes a complaint. The School treats all members of the community equitably and will not show bias to any particular individual or group.

Safeguarding Policy

We follow all safeguarding procedures; please see safeguarding policy for further details.

Conclusion

This complaints policy is a practical means by which the School can demonstrate its determination to effectively deal with complaints, in a fair and honest way, for all members of the School.

Number of formal complaints in the previous academic year: 0

Complaints Form

Please complete and return to who will acknowledge receipt and explain what action will be taken.

Your name:
Pupil's name:
Your relationship to the pupil:
Address:
Postcode:
Day time telephone number:
Evening telephone number:
Please give details of your complaint:
What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?	
What actions do you feel might resolve the problem at this stage?	
Are you attaching any paperwork? If so, please give details.	
Signature:
Date:
Official use
Date acknowledgement sent:
By whom:
Complaint referred to:
Date: