



## Karima School

## Complaints and Concerns Policy

For the purpose of the document, the term 'parent/s' indicates any adult who plays a significant role in a child's life.

### Introduction

Our Beloved Prophet ﷺ said: "Make things easy for people and not difficult. Give people good news and give them joy, and do not turn them away."

If you have a concern or complaint we would like you to tell us about it. We welcome suggestions for improving our work in the school. Be assured that no matter what you want to tell us, our support and respect for you and your child in the school will not be affected in any way. Please tell us as soon as possible after an incident arises; as it is difficult for us to investigate properly an incident or problem which occurred some time ago. We will aim to acknowledge your complaint and resolve the issue, as per the guidance below.

### Aim and Objective

Our school aims to be fair, open and honest when dealing with any concern or complaint and to resolve it through open dialogue and mutual understanding. Careful consideration will be given to all concerns and complaints and we will deal with them as swiftly as possible. We will provide sufficient opportunity for any complaint to be fully discussed.

### The difference between a concern and a complaint

A 'concern' may be defined as an expression of worry or doubt over an issue considered to be important for which reassurances are sought.

A 'complaint' may be generally defined as an expression of dissatisfaction, about actions taken or a lack of action.

It is in everyone's interest that concerns, and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to invoke formal procedures.

### Stage 1 - What to do in the first instance

Most concerns and complaints can be resolved swiftly by speaking with your child's class teacher. If, however, you have a complaint which you feel should be looked at specifically by the Headteacher in the first instance, you may contact them directly if you prefer.

All staff members will make every effort to resolve your problem informally. They will make sure that they understand what you feel went wrong, and they will explain their own actions to you. Teachers will aim to:

- Meet you, or contact you by telephone, as soon as possible after your concern is made known.
- Speak directly to all appropriate persons who may be able to assist with enquiries relating to your concern.
- Ensure that you are clear what action or monitoring of the situation, if any, has been agreed. We will confirm this in writing if needed/requested.

- Make a clear note of the details and will check later to make sure that the matter has been followed up.
- Discuss with you (normally within ten working days) the progress of our enquiries. You will have the opportunity of asking for the matter to be considered further, once we have responded to your concern.

All members of staff are aware to escalate the matter to the Headteacher, if necessary.

## Stage 2 - What to do next

If you are still dissatisfied following this informal approach, your concern will become a formal complaint and we will deal with it at the next stage.

This stage in our procedures deals with written complaints. It applies where you are not happy with the informal approach to dealing with your concern, as outlined under Stage 1 above.

Guidance for Stage 2:

- Your written complaint should be addressed to the Headteacher.
  - The Headteacher will acknowledge your complaint in writing as soon as possible after receiving it. This will be within three working days.
  - Normally, we would expect to respond in full within ten working days but, if this is not possible we will write to explain the reason for the delay and let you know when we hope to be able to provide a full response.
  - As part of our consideration of your complaint, we may invite you to a meeting to discuss the complaint. If you wish, you can ask someone to accompany you to help you explain the reasons for your complaint.
  - The Headteacher may also be accompanied by a suitable person if they wish.
  - The Headteacher will conduct a full investigation relating to the complaint.
  - Once we have established all the relevant facts, we will send you a written response to your complaint. This will give a full explanation of the Headteacher's decision and the reasons for it. If follow-up action is needed, we will indicate what we are proposing to do. We may invite you to a meeting to discuss the outcome as part of our commitment to building and maintaining good relations with you.
  - If you are not satisfied with the outcome of the Stage 2 investigation and the schools' findings, you may wish to proceed to Stage 3, as described below.
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- If the complaint is against a member of staff, it will be dealt with under the school's internal confidential procedures.

## Stage 3 - Further Action

If you are still not satisfied, or the Headteacher is the subject of your complaint, refer your complaint to the Director of Education by emailing [khaiam@karima.org.uk](mailto:khaiam@karima.org.uk).

The Director of Education will:

- Acknowledge your complaint in writing as soon as possible after receiving it. This will normally be within three working days.
- Invite you to a meeting to discuss the matter further.
- Carry out a full and fair, independent investigation.
- Communicate the result/outcome of this investigation within ten working days.

The decision of the Director of Education will be final.

## **Recording complaints and sharing information**

All complaints and concerns will be kept private and confidential and shared on a need to know basis. The school will respect people's desire for confidentiality.

The Headteacher or Director of Education (as appropriate) will keep written/typed, signed and dated records of all meetings and telephone conversations, and other related documentation.

A record of the progress of the complaint and the final outcome will be held and stored confidentially.

## **Unreasonable Complainants**

Karima School defines unreasonable complainants as: those who, because of the frequency or nature of their contacts with the school, hinder our consideration of theirs or other people's complaints.

A complaint may be regarded as unreasonable when the person making the complaint:

- Refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance;
- Refuses to co-operate with the complaints investigation process while still wishing their complaint to be resolved;
- Insists on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure as defined above;
- Makes unjustified complaints about staff who are trying to deal with the issues;
- Changes the basis of the complaint as the investigation proceeds;
- Refuses to accept the findings of the investigation into a complaint where the school's complaint procedure has been fully and properly implemented and completed.

## **Zero Tolerance to abuse**

Karima School is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. We will not normally limit the contact complainants have with the school. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

If the behaviour continues the headteacher will contact the complainant explaining that their behaviour is unreasonable, asking them to change it. For complainants who excessively contact causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will usually be reviewed after 6 months. In response to any serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately and the police informed. This will include banning an individual from Karima School.

***Policy reviewed August 2018.***