

## Complaints Procedure

### Introduction

Al-Burhan Grammar school wants the girls to do well and be happy. We recognise that parents/guardian play an important part in making this happen. Therefore, school aims to provide as many opportunities to keep you informed and involved in your daughter's progress as they possibly can. Regular reports, open days and visits all helping the process. Questions and concerns are usually dealt with quickly and helpfully.

The School Complaints Procedure sets out to ensure that:

1. the School listens and acts on complaints
2. all complaints are investigated thoroughly, fairly and promptly
3. wherever possible, the School will find a resolution
4. Complainants will not suffer as a result of a complaint.

This procedure is not intended to replace the normal discussions regarding problems and concerns which take place in school on a day-to-day basis. It is only where the complainant remains dissatisfied with the outcome of such discussions that further steps may need to be taken.

### **Aims and Objectives**

The School will give careful consideration to all complaints and deal with them fairly and honestly. Sufficient opportunity will be provided for any complaint to be fully discussed with the aim of finding a resolution through open dialogue and mutual understanding.

### **Records**

The School keeps written records of all complaints including whether the complaints were resolved at the preliminary stage or whether they proceeded to a panel hearing. Al-Burhan Grammar School will keep a record of complaints on file for a period of three years.

### Procedure

As described above, most complaints are resolved quickly and informally, however if parents feel that a concern has not been addressed through discussion or that the concern is of a sufficiently serious nature, they can expect their concern/complaint to be treated by the school in accordance with this Procedure.

#### **1. Stage 1: Informal complaint**

- If parents have a complaint they should normally contact their daughter's Form Teacher. In many cases, the matter will be resolved straight away by this means to the parents' satisfaction. If the Form Teacher can not resolve the matter alone, it may be necessary for her to consult the Senior Teacher or Headteacher.
- Complaints made directly to the Headteacher will usually be referred to the relevant Form Teacher unless the Headteacher deems it appropriate for him to deal with the matter personally.
- The Form Teacher will make a written record of all concerns and complaints and the

date on which they were received. Should the matter not be resolved within 4 full school weeks or in the event that the Form Teacher and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with stage 2 of this Procedure.

## **2. Stage 2: Formal complaint**

- If the matter cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Headteacher. The Headteacher will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Headteacher will meet or speak to the parents concerned, normally within 10 days of receiving the complaint, to discuss the matter. The Headteacher will try to resolve the matter at this stage if possible.
- It may be necessary for the Headteacher to carry out further investigation.
- The Headteacher will keep a written record of all meetings and interviews held in relation to the complaint.
- Once the Headteacher is satisfied that, so far as is practical, all of the relevant *facts* have been established, a decision will be made and parents will be informed of this decision in writing. The Headteacher will also give reasons for his decision.
- If parents are still not satisfied with the decision, they should proceed to next stage of this procedure.

## **3. Stage 3: Formal complaint and Panel hearing**

- At this stage the matter will then be referred to the Complaints Panel for consideration. The panel will consist of at least three Trustees not directly involved in the matters detailed in the complaint, one of whom shall be independent of the daily running of the school. The trustees will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 15 school days.
- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than 2 days prior to the hearing.
- The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- If possible the Panel will resolve the parents' complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 10 days of the Hearing. The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and any recommendations will be:

- sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about
- available for inspection on the school premises by the Headteacher and the Trustees
- Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and record will be kept confidential except in so far as is required of the school by paragraph 25(k) of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the School's inspection; or where any other legal obligation prevails.
- 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.

**4. Stage 4: Secretary of State for Education and Skills, or Ofsted**

The decision of the panel is final. If still not satisfied, you may wish to put your complaint to the Secretary of State for Education and Skills or OFSTED.

Contact details:

**Ofsted**

Piccadilly Gate  
Store Street  
Manchester,  
M1 2WD  
Tel: 0300 123 1231

**Secretary of State for Education and Skills**

Independent Schools Registration Team  
DfES  
Mowden Hall  
DARLINGTON  
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