



# Complaints Policy

Date of last review: July 2024

Date of next review: July 2025

Dar-ul-Madinah is committed to providing a safe, stimulating, consistent, and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put right and learn from our mistakes. This policy constitutes the schools formal Complaints Procedure. It will be displayed on the premises at the school's operating times. Under normal circumstances, the Head teacher will be responsible for managing complaints. If a complaint is made against the Head teacher, the Directors will conduct the investigation. All complaints made to staff will be recorded in detail on an Incident Form.

### **Aims**

- ❖ To ensure that concerns are dealt with swiftly by the most appropriate person.
- ❖ To ensure that where parents or third parties are unhappy with the outcome of the complaint, this can be looked at again by someone else within the school.
- ❖ To ensure that complaints against the Head teacher are properly investigated by members of the Board of Trustees.
- ❖ To ensure that complainants have a clear explanation of the outcome of their complaint and know where they can go next if still unhappy with the decision.

### **Objectives**

- ❖ To try to satisfy and resolve as many concerns as possible so that they do not become complaints.
- ❖ To learn from complaints and to modify practices where appropriate.
- ❖ Even if the complaint does not receive the answer he or she wishes as a result of following the complaints procedures, that he or she does feel that the complaint has been fully considered and understands the reasons why the school has made the decision it has.

### **Compliments and Complaints**

We hope that children will enjoy coming to Dar-ul Madina and that, parents will be happy and satisfied with their child's education.

We hope that if they have any concerns or problems that they will let us know.

Compliments will also be appreciated.

Under Section 23 of the Education Reform Act 1988 parents can make a formal complaint to the Chair of governors

The arrangements for dealing with complaints about the school curriculum are quite tightly defined and it may well be best for us to consider them informally first (following these procedures) before they decide to request a formal complaint.

### **Stage One**

If a parent/carer has a complaint about some aspect of the School's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or the Head teacher. The School is committed to open and regular dialogue with parents/carers and the School welcomes all comments on its services. In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Head teacher should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

## **Stage Two**

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Head teacher. Relevant names, dates, evidence, and any other important information on the nature of the complaint should be included. If the Head teacher has good reason to believe that the situation has child protection implications, they will contact the Local Safeguarding Children Board, per the procedure set out in the Child Protection policy. If any party involved in the complaint has a good reason to believe that a criminal offence has been committed, then they will contact the police. The School will acknowledge receipt of the complaint as soon as possible - within three working days at least – and fully investigate the matter within 28 days. If there is any delay, the School will advise the parent/carer of this and offer an explanation. The Head teacher will be responsible for sending them a full and formal response to the complaint.

The formal response to the complaint in writing from the School will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the School's policies or procedures emerging from the investigation. The Head teacher will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaints and the School's response to it. The Head teacher will judge if it is best for all parties to meet or if individual meetings are more appropriate.

## **Stage Three**

If after this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the School's response will be passed to the Directors.

To make a formal complaint to the Directors, this must be made in writing.

The Directors of Dar-ul-Madinah are: -

1. Sohail Mohammed

They can be contacted using the address and telephone details below: -

Dar-ul-Madinah  
Granville Road  
Blackburn  
BB2 6HD

Sohail Mohammed - 07533769963

If the complaint concerns the Head teacher then parents should refer directly to the Directors. In such cases a meeting with the Head teacher will be held to discuss the complaint and all its history. Any concerns relating to 'allegations', the schools safeguarding policy / procedure must be followed.

The outcome of that meeting will be given in writing to the complainant within 20 working days. If the complaint is of a complicated nature or has many individuals or parties involved it may take longer to resolve. In such a case an explanation explaining the delay and a possible time scale for dealing with the complaint will be given in writing to the complainant and the procedure explained above will be followed.

## Stage Four

If you are not still satisfied the school will arrange for your complaint to go before a panel hearing as part of the investigation. This will be made up of the three Board of Trustee members and an independent member of the panel and not connected to the running of the school. Parents are welcomed to attend this hearing and can be accompanied by one other person. Acknowledgment of the complaint and the date(s) of the meetings will be sent to the complainant. If you wish to attend the panel hearing you must inform the panel on receiving written confirmation of the proposed dates. All statements and records are kept confidential and details of individual accounts are not discussed with any third parties.

The panel has the authority to make findings and recommendations. At the end of the investigation the panel will provide a copy of findings and recommendations to the complainant, proprietors, the Head teacher and the person complained about. We would normally aim to respond in full within 14 working days. If the complaint is of a complicated nature or has many individuals or parties involved it may take longer to resolve. In such as case an explanation explaining the delay and possible target date for dealing with the complaint will be giving to the complainant. The decision made by the panel is final.

## Ofsted

Parents may approach Ofsted directly at any stage of this complaint's procedure. In addition, where there seems to be a possible breach of the school's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.

Ofsted office for standards in Education,

Ofsted National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Telephone no; **0300 123 1231** Website: [www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)

Any complaints made to the school will be reviewed periodically and appropriate changes made to operating, policies and procedures when necessary.