



**DARUL ULOOM BIRMINGHAM**

# **COMPLAINTS POLICY**

**Next review: August 2017  
(Reviewed: October 2016)**

## **DARUL ULOOM COMPLAINTS PROCEDURE**

### **Introduction**

This policy has been approved by the Trustees of Darul Uloom Islamic School. A concise version of this policy is found in the School Handbook and is available from the School office on request.

All complaints will be investigated with respect and integrity and used as an opportunity to improve standards in this school. In aid of this we keep records of all complaints whether informal or formal. We ensure that all such records are kept confidential, and that access to them is restricted.

The records aid us to keep count of the number of complaints we receive and, where necessary, to pinpoint areas of genuine concern within the school. The number of complaints within the School year will be published in the annual report of the School.

### **Approach**

At Darul Uloom we aim to deal with all worries and complaints in a positive and supportive manner.

In most cases the class teacher is the first point of contact and we try to deal with all concerns quickly and effectively. If the parent/guardian is not happy with the way the concern has been dealt with, the stages below offer clear guidance as to the action to be taken.

### **Advice and guidance for parents/guardians**

The School will provide advice and guidance to the Parents, teachers and Governors at any stage of the complaints process.

### **Stage 1 Initial contact with the school – informal stage**

All concerns will be addressed immediately when they are first made aware. Concerns may be raised through the office who will record it into the complaints file.

If the parents/guardians have any individual concerns which they wish to discuss, an appointment can be arranged with the appropriate member of staff. This ensures that we allocate sufficient time to listen carefully to complaints.

If for any reason the staff member is unable to meet with the parent immediately, he or she will either:

- Arrange an alternative appointment within 24 hours of the complaint.
- Arrange for the Head of the Section to speak with the parent/guardian.
- Ask the Principal or his representative to informally meet with the parent/guardian.

If possible we prefer all concerns/complaints to be dealt with as quickly as possible and to everyone's satisfaction. It is preferable for concerns to be handled without the need for formal procedures. We pride ourselves on honest and genuine relationships within our school; such values extend to all relationships with children, parents and members of our wider school community.

However, we do appreciate that there may be times when more comprehensive procedures are required and we will treat all complaints with respect and with good manners.

## **Stage 2 Formal Consideration of complaints**

Any complaint should be demonstrated in writing to the headteacher (Trustee in Charge of the school if the complaint is about the headteacher) and it will be acknowledged in writing.

As part of the school's consideration of the complaint, the concerned individual may be invited to a meeting to discuss the complaint and to discuss any further details.

The headteacher or Trustee in Charge will carry out a full investigation of all matters relating to the complaint. He will, where necessary, talk to witnesses and take statements from all those involved. This process may take up to a week.

If the complaint centres on a pupil the school will talk to the pupil concerned and, where appropriate, others present at the time of the incident in question. The school will normally talk to a pupil with a parent or guardian present.

If the complaint is against a member of staff, it will be dealt with under the school's internal, confidential procedures.

The headteacher or Trustee in Charge will keep written/typed, signed and dated records of all meetings and telephone conversations, and other related documents.

Once the school has established all the relevant facts, they will send a written response to the complaint. This will provide a complete explanation of the headteacher's/Trustee's decision and the reason for it. If follow-up action is needed, the school will indicate what we are proposing to do.

## **Stage 3 Consideration by a panel hearing**

If the concern has already been through Stage 1 and 2 and the outcome is not satisfactory, the next step is to make a formal complaint to the Trustees.

If you are dissatisfied with the response to Stage 2, the school is obliged to agree to a complaint review panel to investigate the matter further. The review panel will consist of at least three people who have not been directly involved with the matters detailed in the complaint, including at least one person who is independent of the management and running of the school.

The school's Trustee in Charge should be contacted by letter, enclosing a copy of the written complaint originally submitted, indicating which matters remain unresolved. No new complaint may be included. Letters should be sent to:

Mr Nurul Hoque, Trustee in Charge  
Darul Uloom Islamic School  
521-527 Coventry Rd  
Birmingham  
B10 0LL

The aim of the complaints review panel is to resolve the complaint and to achieve reconciliation between the school and the parent(s)/guardian(s). However, it may sometimes only be possible to establish facts and to make recommendations, which will reassure parents/guardians of the fact that the complaint has been taken seriously.

The format of such a meeting provides for the complainant to attend, present the case and allow the panel to take evidence. The complainant may be accompanied at the panel hearing, if they so wish. A separate meeting will then take place to allow the school staff to do the same. The panel will then consider all the evidence before making findings and recommendations.

The complainant and other parties will be informed of the date, time and place of the meeting by letter. This date will be within 2 weeks of the initial meeting. The letter will also explain what will happen at the meeting. The complainant is entitled to attend and be accompanied at the meeting. With agreement of the Chair of the Panel, the headteacher may invite members of the staff directly involved in matters raised by you to attend the meeting.

As a general rule, no evidence or witnesses previously undisclosed should be introduced into the meeting by any of the participants.

The clerk will send the complainant and, where relevant, the person complained about, a written statement outlining the findings, recommendations and other decisions of the panel within 2 weeks of the review meeting.

The findings and recommendations that emerge as a result of the complaint will be made available to the complainant and the person complained about, and will be available for inspection on the school premises by the proprietor and headteacher.

The school will maintain a written record of the action taken by the school as a result of the complaints received, regardless of whether they were upheld or not.

All correspondence, statements and records of any complaints will be kept confidential.

The school will keep a record of all complaints, indicating the stage at which the problem was resolved. These records will be kept confidential. The number of complaints registered under the formal procedure during the preceding year will be made available to parents/prospective parents on request.