Rochdale Islamic Academy
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BOYS' SCHOOL

COMPLAINTS PROCEDURE

Reviewed: September 2024

Next Review: August 2025

Responsible: Mr Arif Pirbhai (Head)

Governing Body Approved: September 2024

Approved: Mr Sohail Ahmed (Chair of Governors)

COMPLAINTS PROCEDURE

FOR PUPILS AND PARENTS

POLICY STATEMENT

The aim of this policy is to ensure that a consistently high-quality education is provided to Rochdale Islamic Academy pupils. The management of Rochdale Islamic Academy welcomes suggestions to encourage continuous improvements in the services provided to all their pupils.

All complaints shall be taken seriously, regarded as constructive, and handled in confidence.

RESPONSIBILITY

It is the responsibility of the Headteacher/Deputy and the appointed person(s) from the Senior Leadership Team to:

- listen to the concerns of individual pupils
- listen to informal/formal complaints from parents

COMPLAINTS PROCEDURE

It is aimed that complaints be identified and addressed immediately, minimising the continuance of the source of concern.

Any pupils/parents wanting to forward a complaint or concern should follow the procedure below:

1. Any teacher may be approached confidentially with a complaint. The teacher will forward the complaint to senior members of staff, whereby a second meeting will follow to resolve the issue. Alternatively, a senior member of staff, deputy or the Headteacher may be approached directly.

   Any teacher who is approached will keep the matter confidential and only notify the relevant people on a need-to-know basis.

2. If a pupil feels reluctant to voice their concerns to a teacher, the Designated Safeguarding Lead is also available to talk to.

3. All pupils reserve the right to lodge a complaint in the presence of parents, in which case a prior appointment should be arranged with the Headteacher/SLT/Deputy to serve the convenience of all concerned. Pupils will not be penalised for making a complaint in good faith.

4. It is aimed that all matters are resolved informally and in a cordial manner, through explanation, guidance and intervention. Thus, an appointed member of the SLT will listen to the concerns of the parents and try to reach an amicable outcome. A record of the discussion and its findings will be kept.

5. If the parent is still concerned with any aspect, they may forward a formal complaint, in writing, for the Headteacher/Deputy headteacher's attention.

6. The Headteacher will formally acknowledge receipt of the written complaint within three working days. An appointed member of the SLT (not previously involved with the matter) will then initiate an investigation and liaise with the complainant and other parties involved, in order to resolve the issue.

7. Formal complaints will receive written responses. The timescale of taking action can vary depending on the nature of the complaint and possibility of parents' presence. However, the school will endeavour to attend to complaints and report investigation findings to the complainant as quickly as possible, and normally within ten working days.

8. Complaints will be resolved either to the complainant's satisfaction, or with an otherwise appropriate outcome that balances the rights and duties of pupils, without unreasonable delay.

9. If parents are dissatisfied with the response of the school to a formal complaint, they have the option of forwarding their complaint to an appointed panel. If they wish to do so, parents must request a panel hearing in writing.

10. Upon the receipt of a letter requesting a panel hearing, the Headteacher/Deputy will acknowledge receipt and arrange for a date of hearing within twenty working days.

If deemed necessary, due to the nature of the complaint, a shorter time period for fixing a hearing date will be communicated.

11. The Headteacher/Deputy will serve all parties, i.e. the complainant, person(s) against whom the complaint is being made and panel members, with a letter of notification that will inform the concerned parties of the date, time and place of hearing.

The Headteacher/Deputy will endeavour to grant all parties at least five days' notice prior to the date of the hearing.

12. The panel hearing will comprise of at least three panel members who have not previously been directly involved in the matter (usually members of the Senior Leadership Team and the Headteacher and Deputy, if this is appropriate).

The panel will also include one independent person/adviser.

13. If the complainant is a pupil of Rochdale Islamic Academy, they will be expected to be accompanied by their parent/carer.
14. If the complainant is a parent/carer, they may be represented or accompanied by a friend or relative.
15. Upon hearing representatives from both sides, the panel will make a decision that will be expressed in writing. Within two weeks of the date of the hearing, a copy of the outcome will be given to the complainant, the Headteacher/deputy, and where relevant, the person(s) complained about.
16. The Headteacher/deputy will ensure that a copy of the findings is available for inspection by the Board of Trustees.
17. If the complaint or concern is about the Headteacher, the formal procedure should be adopted from the outset, and the Board of Trustees should be contacted in writing. In such a case, the Headteacher will not serve on the panel.
18. A written record will be kept of all formal complaints and their outcomes for review by the SLT. These records will indicate whether the complaint was resolved following a formal procedure or whether they proceeded to a panel hearing, and any action taken as a result of the complaint (regardless of whether it was upheld).
19. All correspondence, statements and records of complaints will be kept confidential, except where access to them is required by the Secretary of State or an official inspecting body.
20. All complainants reserve the right to refer matters to a neutral external body[1] if they are dissatisfied with the response of the school.

This policy is available to parents of current and prospective pupils upon request.