

**AIMS AND OBJECTIVES OF OUR COMPLAINTS PROCEDURE**

We believe that our school provides good education for all our pupils, and

that the Mazahirul Uloom London team work very hard to build positive relationships

with all parents, carers and other stakeholders. However, we acknowledge that from

time to time parents, carers and others connected with the school, will become

aware of matters which cause them concern. To encourage resolution of such

situations we have adopted this simple and clear complaints procedure.

Our school aims to be fair, open and honest when dealing with any complaint. We

give careful consideration to all complaints and deal with them as swiftly as possible.

We aim to resolve any complaint through dialogue and mutual understanding. Written records will be kept of all complaints including the stage at which they were resolved and all correspondence, statements and records of complaints will be kept confidential.

The procedure is devised with the intention that it will:

* usually be possible to resolve problems by informal means (before or at stage one of the procedure)
* be simple to use and understand and allow problems to be handled swiftly
* treat complaints confidentially
* address all points causing concern
* inform future practice so that the problem is unlikely to recur
* reaffirm the partnership between families and staff as they work together for
* the good of the pupils in the school
* ensure that the school’s attitude to a pupil would never be affected by a parental complaint
* ensure that all staff have opportunities to discuss and understand the school’s
* response to concerns and complaints made by families or other persons
* ensure that any person complained against has equal rights with the person
* making the complaint.

**OUR COMPLAINTS PROCEDURE**

Mazahirul Uloom London has a simple and transparent complaints procedure. If you have a concern or a complaint you wish to raise, it is your right to do so. The following complaints procedure to be followed by the parents in case of any complaints arises:

In the event that the complaint is against the conduct of a specific teacher then Stage 1 (below) is bypassed and the procedure goes straight to Stage 2 (below). In the event that the complaint is against the headteacher then Stage 2 (below) is bypassed and the procedure is to go straight to Stage 3 (below). In the event that the complaint is against the principal then Stage 3 (below) is bypassed and the procedure is to go straight to Stage 4 (below sometimes matters can be resolved simply by having a chat with the appropriate person but the procedure below should be followed if you are not comfortable in approaching that person.

**STAGE 1 (INFORMAL) SHARING YOUR CONCERN.**

If you are concerned about anything at our school you should, in the first instance, discuss the matter with your child’s class teacher, or the teacher concerned. Most matters of concern can be dealt with in this way.

We always want to know if there is a problem, so that we can take action before the problem seriously affects the pupil’s welfare and/or progress.

After hearing the concern, we shall act as quickly as we can. Please allow time for any action we may take to be effective. It may be possible to see the key worker or teacher straight away but usually it is better to make an appointment so that you can sit and talk things through.

**STAGE 2 (FORMAL) MAKING A COMPLAINT TO THE HEADTEACHER.**

If you are still unhappy, ask for an appointment with the headteacher. If you wish to do so, it is helpful if you can give a brief outline of your concern when you make the appointment. It may be useful to complete the complaints form (at the end of this document) at this point.

After your discussion with the headteacher you may have to wait a short time while investigations are carried out. Every effort will be made to resolve the situation as quickly as possible; the headteacher will keep you updated and will send you a written response within seven school days.

**STAGE 3 (FORMAL) MAKING A COMPLAINT TO THE PRINCIPAL.**

If you are still unhappy, ask for an appointment with the Principal.

If you wish to do so, it is helpful if you can give a brief outline of your concern when you make the appointment. It may be useful to complete the complaints form (at the end of this document) at this point. After your discussion with the Principal you may have to wait a short time while investigations are carried out.

Every effort will be made to resolve the situation as quickly as possible; the Principal will keep you updated and will send you a written response within seven school days.

**STAGE 4 (FORMAL) MAKING A COMPLAINT TO OUR COMPLAINTS PANEL**

If the complaint has still not been resolved, you may ask for your complaint to be heard by our complaints panel, which will include an independent representative from outside the school and two Governors who have not been involved in the complaint.

The complaints panel will consider all written complaints within twenty school days of receipt. The panel will arrange a meeting to discuss the complaint, and will invite you to attend the meeting, so that the complaint can be explained in more detail.

The complainant is welcome to be accompanied by a family member or friend to the meeting. The school will always give the complainant at least five days’ notice of the meeting.

After hearing all the evidence, the complaints panel will consider their decision and inform the complainant, and where relevant the person complained about, their key findings and recommendations which will be provided in writing within two school days. These recommendations will be made available to the leadership team.

**COMPLAINTS LOG**

All complaints are recorded in a log. The detail of the complaint is recorded,

including informal complaints (stage 1), as is whether the complaint is resolved at

stage 1, or at any stage of the formal complaints procedure. Any actions taken by

the school as a result of a complaint (regardless of whether the complaint has been

upheld or not) are also recorded on this log.

All information (correspondence, statements, records) related to all individual

complaints are kept confidential and locked away, accessed only by the Headteacher, Principal, members of the complaints panel and the proprietor.

**POLICY REVIEW CYCLE**

This policy and all policies at Mazahirul Uloom London will be reviewed and updated by the leadership team & governing body as per our policy review cycle.

**Reviewed June 2025**

**Next review June 2026**

**SUMMARY OF TIMESCALES**

* **INFORMAL: SHARING YOUR CONCERN** A discussion with a relevant member of staff.

Response: As soon as possible, within 2-4 school days

* **FORMAL: MAKING A COMPLAINT TO HEADTEACHER** A meeting and/or written complaint to the headteacher

Response: Acknowledged on the day of receipt, responded to within a maximum of 7-10 school days

* **FORMAL: MAKING A COMPLAINT TO THE PRINCIPAL** A meeting and/or written complaint to the Principal.

Response: Acknowledged on the day of receipt, responded to within a maximum of 7-10 school days

* **FORMAL: MAKING A COMPLAINT TO OUR COMPLAINTS PANEL** Attendance at a complaints panel hearing

Response: Hearing arranged within 20 school days, providing the complainant with 5 school days’ notice. Findings and recommendations sent within 2 school days of the hearing.

***Please note; Teachers or other staff members who feel that they have a concern regarding the school may wish to refer to the Whistleblowing Policy, available from the school.***



**MAZAHIRUL ULOOM LONDON COMPLAINTS FORM**

*This form should be handed in to school admin.*

|  |
| --- |
| Your name: |
| Student’s name: |
| Your relationship to student: |
| Address: |
| Postcode: |
| Telephone Number Home:  Mobile: |
| Please give details of your complaint: |

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| --- |
| What action, if any, have you already taken to try and resolve your complaint? (Who did you speak to and what was the response)? |
| What actions do you feel might resolve the problem at this stage? |
| Are you attaching any paperwork? If so, please give details. |
| Signature: |
| Date: |
| **OFFICE USE ONLY:**  Form received by (Signature):  Date received: |