

PARENTS' COMPLAINTS PROCEDURE

A complaint will be treated as an expression of genuine dissatisfaction, which needs a response.

We wish to make sure that:

- Parents wishing to make a complaint know how to do so
- We respond to complaints within a reasonable time and in a courteous and efficient way
- Parents realise that we listen and take complaints seriously
- We take action where appropriate

The Madressah is committed to offering education, pastoral care and communication of the highest quality. We welcome comments from parents about the quality of services which we provide - good or bad.

If you are not happy with any aspect of the Madressah or about your contact with us we need to know so that we can take action to make improvements. The Madressah receives very few complaints from parents and we hope that the majority of problems can be resolved through informal, friendly discussions without the need to resort to formal procedures.

The volunteers take all complaints very seriously because we put the welfare of all our pupils and our service to parents at the top of our list of priorities. In the event of a complaint it is our aim to:

- Ensure a full and fair investigation
- Respect the desire for confidentiality, should it be requested
- Address all the points at issue and provide an effective response
- Deal with the matter as quickly as possible, either immediately or otherwise within two working days of receiving a communication. If it is going to take longer, we will explain to you what action is being taken and will keep you informed thereafter.

‘How should I complain?’ (Stage 1) Informal

You can talk directly to any volunteer, write a letter, email or telephone. Be as clear as possible about what is troubling you. Any volunteer will be happy to help and will make a written record of the subject matter and the date on which it was received. This will be sent to the Headmaster for information.

It may be best to start with the person most closely concerned with the issue – for example, your child's teacher. They may be able to sort things out quickly and effectively. However, you may prefer to take the matter to a more senior member of staff, for example Headmaster. Should the matter not be resolved satisfactorily at this informal stage, parents will be advised to proceed with their complaint in accordance with Stage 2 – Formal.

‘What will happen next?’ (Stage 2) Formal

If concerns or complaints cannot be resolved informally then parents should put their complaint in writing to the Headmaster. The Headmaster will consider the matter and decide upon the appropriate course of action to take. In most cases the Headmaster will speak to or meet the parents concerned to discuss the matter, normally within seven working days of receiving the written complaint. He will attempt to resolve the matter at this stage although it may be necessary for the Headmaster to carry out further investigations. The Headmaster will keep written records of all meetings and interviews held in relation to the complaint. Once the Headmaster is satisfied that all the relevant facts have been established so far as is practicable a decision will be made and communicated to the parents in writing. If parents are not satisfied with the Headmaster's decision they should proceed to Stage 3 of this procedure – Panel Hearing.

‘I am still not happy’ (Stage 3) Panel Hearing

If parents wish to invoke Stage 3 having failed to achieve earlier resolution either informally or formally they should write to the Chairman of the MKMA setting out the basis for their complaint. The Chairman of the MKMA may invite a fellow Board Member to investigate the matter in conjunction with the Headmaster. The investigating Board Member may establish a Complaints Panel which will consist of two Board Members having no direct involvement in the matters detailed in the complaint and one person who shall be independent of the management or running of the School; one member of this panel will be designated as Convenor of the Complaints Panel. The Convenor will acknowledge the complaint and arrange a hearing to take place as soon as practicable and normally within 14 days of receiving the written complaint. The Panel may require further details of the complaint in advance of the hearing. Copies of any such details will be supplied to those involved in the hearing not less than seven days before its scheduled date. Parents may be accompanied to the hearing by another person eg a relative, teacher or friend. The Headmaster shall be entitled to attend the Panel Hearing. The Panel will try to resolve the complaint without the need for further investigation. Should further investigation be required it will be conducted as directed by the Panel. The Panel will consider all relevant facts before reaching its decision about the complaint and making any recommendations within seven days of the Hearing. The Panel will convey its decision and reasons for it to the parents in writing. The decision of the Panel will be final. The Panel's findings and any recommendations it may make will be sent in writing to all Governors, the Headmaster and, where relevant, the person who was the subject of the complaint.