



MANCHESTER  
MUSLIM  
PREPARATORY  
SCHOOL

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# Complaints Policy

## Document Control

<b>This policy has been approved for operation within:</b>	Manchester Muslim Preparatory School
<b>Date of last review</b>	July 2020
<b>Date of next review</b>	July 2021
<b>Review period</b>	1 Year
<b>Policy status</b>	Non Statutory
<b>Owner.</b>	MMPS

# MMPS Complaints Policy and Procedure: 2016-17

## INTRODUCTION

MMPS is committed to developing a strong sense of partnership with parents/carers and other members of the local community. This provides a good basis for understanding and resolution when things appear to go wrong.

The policy and procedures are in place to ensure that parents/carers and others are able to express their concerns in an open and honest way in accordance with a published procedure.

The complaints procedure is designed to:

- encourage resolution of problems by informal means wherever possible
- be easily accessible and well-publicised
- be simple to understand and use
- be impartial
- be non-adversarial
- allow swift handling, with established time limits for action, and keep people informed of progress
- ensure a full and fair investigation by an independent person where necessary
- respect people's desire for confidentiality
- address all the points at issue, and provide an effective response and appropriate redress, where necessary
- provide information to the school's leadership team so that services can be improved with regard to investigating complaints.

At each stage, the person investigating the complaint will make sure that they:

- establish what has happened so far, and who has been involved
- clarify the nature of the complaint and what remains unresolved
- meet with the complainant or contact them (if unsure or further information is necessary)
- clarify what the complainant feels would put things right
- interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- conduct the interview with an open mind and be prepared to persist in the questioning
- keep notes of the interview

## Response Standards

We believe that most complaints can be resolved satisfactorily by informal discussion either over the telephone or through a meeting involving the key people involved. We will acknowledge complaints within 5 school working days and give a full response to complainants within 10 school working

days. If the complaint is judged to involve complex issues, complainants will be informed within 10 school working days when they can expect a full response. Complainants will be kept informed of progress if a lengthy investigation is involved. The main aim throughout the process is to resolve the matter as quickly and effectively as possible, to everybody's satisfaction.

The complaints procedure follows three stages:

- INFORMAL - an opportunity to resolve the complaint with the school on an informal basis, for example through discussion with a senior member of staff;
- FORMAL - a formal complaint stage when the complaint is made in writing and usually responded to by the chair of governors; and
- APPEAL - a hearing with a panel set up by the school, comprising of at least three people not directly involved in the matters detailed in the complaint, one of whom will be independent of the management and running of the school

## **Stage One : Informal Complaints**

Parents/Carers and others should raise informal complaints or concerns with the child's class teacher

Parents may be encouraged to make prior appointments to discuss any issues that are not of a routine nature. Criticisms of the professional conduct or competence of a member of staff which may be brought to a teacher's attention will be referred to the Headteacher.

If a parent believes that a complaint or concern is sufficiently serious or sensitive/he should talk to the MMPS senior leaders: Mrs D. Ghafari (Assistant head), Mrs N. Mian Deputy Head , or Head Teacher, who will investigate or arrange for the complaint to be investigated and then report back in writing or, more usually at this informal stage, through a discussion with the complainant.

Every effort will always be made to resolve the problem at this informal stage. Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.

## **Stage Two : Formal Complaints:**

Formal complaints should be made in writing and will normally be investigated by the Head teacher in the first instance. If the complaint directly concerns the Head teacher, however, complainants should contact the Chair of Governors (Mr F. Zaheer (Chairman)).

***Mr F Zaheer (Chairman)***

*Hartley Hall*

*Alexandra Road South*

*Whalley Range*

*Manchester*

*M16 8NH*

These complaints will be logged, except where it is a case of Child Protection and these will be held on a separate log. If for any reason the complainant is unable to submit the claim in writing, on request, the school will offer appropriate help and assistance.

## **Stage Three - Appeal**

If the complainant remains dissatisfied after Stage Two investigations, complainants may appeal to the Governing Body Complaints Panel for a final resolution to their complaint. This resolution will be conveyed to the complainant in writing by the Panel. Under this complaints procedure there is no provision for further appeal beyond consideration by the Grievance Panel/Hearings Committee.

## **School Admissions and Exclusions**

Separate complaint and appeal procedures exist for these matters, and appropriate information is available on request from the school.

## **Disciplinary action taken against staff**

It may be the case that, as a result of a complaint made by a parent/guardian, disciplinary action may be taken against a member of staff employed at the Manchester Muslim Preparatory School. Where this occurs, any such action will be taken in accordance with the official staff Discipline and Dismissal Policy and handled confidentially within school.

## **Confidentiality**

Subject to paragraph 6 and 7 below, any complaint or concern, viewpoint, etc. raised by parents/guardians will be treated as confidential.

Knowledge of the complaint will be restricted to those who, for various reasons, need to know about it. This will include the Head Teacher, the member(s) of staff investigating the complaint and any other member of staff otherwise involved. In addition, there are circumstances where the Trustees of MMPS may be informed.

On occasion, however, it may be necessary to inform third parties of the complaint and, possibly, the identities of those involved. The most obvious example of this is where an investigation suggests that a criminal offence has taken place. In such circumstances, school would cease its investigation and refer the matter to the relevant external agencies.

## **Written Records**

In order to comply with school's obligations under standard 7 33(k) of the Education (Independent School Standards) (England) Regulations 2005 (as amended), a written record will be kept of all complaints, including whether they were resolved at the preliminary stage, or whether they proceeded to a panel hearing, and recorded any action taken by the school as a result of those complaints (regardless of whether they were upheld).

Written records will be treated as confidential and processed in accordance with School's data protection policy. This does not apply to the requirement of the school to provide parents and other interested parties with information about the number of complaints registered under the formal procedure during the preceding year, nor to inspectors conducting inspections under section 109 of the Education and Skills Act 2008, or to the Secretary of State, should they ask for access to such records.

## **Conclusion**

By the school having a clear, published procedure, the governors hope that this will help resolve problems and confirm good working relationships between all parties involved with the school.

## Appendix 1: Complaint Reporting Form

### Complaint Reporting Form

Please complete in BLOCK CAPITALS and return to the Head of Establishment, who will acknowledge receipt and explain what action will be taken.

<b>Your name:</b>			
<b>Pupil's name (if applicable):</b>			
<b>Your relationship to the pupil (if applicable):</b>			
<b>Address, incl. Postcode:</b>			
<b>Daytime telephone number:</b>			
<b>Evening telephone number:</b>			
<b>Please give details of your complaint:</b>			
<b>What action, if any, have you already taken to try and resolve your complaint? (To whom did you speak to and what was the response?)</b>			
<b>What actions do you feel might resolve the problem at this stage?</b>			
<b>Are you attaching any paperwork? If so please give details.</b>			
<b>Signature:</b>		<b>Date:</b>	

For official use only	
Date acknowledgement sent	
Acknowledgement sent by	
Complaint referred to	

## Summary of dealing with complaints

If a formal complaint is made, Stage 2 of the process is automatically invoked.

