



MANCHESTER  
MUSLIM  
PREPARATORY  
SCHOOL

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# COMPLAINTS POLICY & PRODECURES

## Document Control

|                                                            |                                             |
|------------------------------------------------------------|---------------------------------------------|
| <b>This policy has been approved for operation within:</b> | <b>Manchester Muslim Preparatory School</b> |
| <b>Date of last review:</b>                                | July 2025                                   |
| <b>Review period:</b>                                      | Annually                                    |
| <b>Policy status:</b>                                      | Statutory                                   |
| <b>Owner</b>                                               | MMPS                                        |

### Introduction

The partnership between parents/carers and the school is a cornerstone of the ethos and mission of MIET schools, where Islamic values guide everything we do. This relationship is

built on mutual respect, ensuring that parents/carers feel confident in raising concerns with the school at any time, with the assurance that they will be listened to and their concerns addressed thoughtfully and effectively.

### **What constitutes a complaint?**

We shall treat as a complaint any instance where a parent/carer tells us that we have done something wrong, failed to do something that we should have done, or where we have acted unfairly. A complaint may be made about the School as a whole, a specific department or activity, or an individual member of staff. This list is not exhaustive and we shall treat any expression of dissatisfaction, whether real or perceived, as a complaint. In doing so we hope to see where we may be getting things wrong, with a view to preventing the same problems re-occurring.

Not all concerns are complaints. A concern is an issue raised by a parent/carer, pupil or other person that is resolved quickly and informally. Most concerns are resolved by the person to whom the concern is addressed e.g. the class teacher. Every effort should be made to allay concerns at this level and with the least possible formality. The ideal is that no concern should ever become a formal complaint.

Occasionally, however, a concern will be too serious to be handled in this way, perhaps needing greater investigation; or the person concerned may not feel that the answers given so far have been acceptable or adequate. In such circumstances the concern will become a complaint and this document outlines the formal procedure that should be followed in such cases.

### **This policy applies to parents/carers of current pupils**

We make every effort to ensure that any complaint is treated seriously and sensitively; parents/carers can be assured that their child will not be penalised in any way for a complaint that is made in good faith.

### **Who to contact?**

- If parents have a concern or complaint they should normally contact their child's class teacher.
- Where the complaint is about the class teacher, a parent should take their concerns directly to the Pastoral Lead/Deputy Head Teacher. Parents may also wish to follow this route where the issue is particularly serious or sensitive.
- If a complaint relates to a senior member of staff concerns should be taken directly to the Headteacher.
- Where a complaint is against the Headteacher parents should send their complaint to the Chief Executive Officer (CEO), Mr Aman Sheikh, via email to the Trust office: [trust.office@miet.uk](mailto:trust.office@miet.uk)

### **Procedure**

The procedure that the School will follow has three distinct stages, each of which will be conducted by a different person to ensure fairness. The three stages are:

Stage 1: Informal Resolution

Stage 2: Formal Resolution

Stage 3: Appeal Panel Hearing

Our experience is that, in most cases, problems are satisfactorily dealt with at stage 1. A record of the number of complaints which proceeded beyond stage 1 last academic year is available on request.

### **Stage 1: Informal Resolution**

On receiving a complaint in person, in writing, by email or by telephone, a relevant staff member (class teacher, key stage coordinator, pastoral lead/deputy head teacher) will make a written record of the concerns raised and the date on which they were received. If the complaint is made in writing or by email, it will normally be acknowledged within **3** working days.

In the vast majority of cases we hope that matters will be resolved quickly to the parents'/carers' satisfaction. We shall in all cases investigate the matter fairly and appropriately with any relevant staff. We shall do so as quickly as is practicable without compromising the outcome.

If the matter is not resolved within **10** working days, or in the event that the School and the parents/carers fail to reach a satisfactory resolution, then parents/carers will be advised to proceed to Stage 2, (formal resolution).

### **Stage 2: Formal Resolution**

If a complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Headteacher. The Headteacher, or someone on her behalf, will acknowledge receipt of the written complaint within **3** working days and will decide, after considering the complaint, the appropriate course of action to take.

In most cases the Headteacher, or another senior member of staff not so far involved with the complaint, will meet the parents/carers concerned to discuss the matter. This will be within **10** working days of the receipt of the written complaint. If possible, a resolution will be reached at this stage.

It may be necessary for the Headteacher or another senior member of staff to carry out further investigation. In this case, once s/he is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents/carers will be informed in writing of the decision and reasons underpinning it.

If the complaint is against the Headteacher, the CEO will call for a full report from the Headteacher and for any relevant documents. The CEO may also call for a briefing from members of staff, and will, in most cases, speak to or meet with the parents/carers to discuss the matter further. This will be within **10** working days from the receipt of the written complaint (unless there is an unforeseen absence). Once CEO is satisfied that, so far as is practicable, all of the relevant facts have been established, the parents/carers will be informed of the decision in writing within **5** working days. The CEO will give reasons for his decision.

If the complaint is against the CEO, the Trust Chair will call for a full report from the CEO.

### **Timescales for stages 1 and 2**

We would always hope to complete stages 1 and 2 within **28** working days; complex issues or complaints received within 28 working days of the start of school holidays may take longer. In all cases we shall aim to complete the process as soon as is practicable, whilst allowing sufficient time for a thorough investigation to take place.

If parents/carers are still not satisfied with the decision, they should proceed to stage 3, the panel hearing.

### **Stage 3: Appeal Panel Hearing**

An appeal panel hearing may only be requested after completing Stages 1 and 2 of this procedure. Parents/carers wishing to request a hearing must write to the Trust

Office within five working days of the Stage 2 decision. The Trust Office will inform the Chairman accordingly.

The request must include the desired outcome and all grounds of the complaint. The Appeal Panel will not normally consider new issues not raised in Stages 1 or 2.

The complaint will then be referred to a panel ("the Appeal Panel") comprising three individuals not directly involved in the matter, including one person independent of the School's management and operations. The Trust Office Manager will acknowledge the request and arrange a hearing, usually within 14 working days.

If required, the Appeal Panel may request additional details of the complaint or related matters in advance. Any such documents must be shared with all parties at least three working days before the hearing.

Parents/carers may attend the hearing accompanied by the pupil(s) concerned and one other person, such as a relative, teacher, or friend. Legal representation is not permitted.

Where possible, the Appeal Panel will aim to resolve the complaint during the hearing. If further investigation is necessary, the panel will determine the appropriate steps and may adjourn the hearing for this purpose.

Following the hearing, the Appeal Panel will review all relevant facts, make findings, and may issue recommendations.

#### **Findings:**

The Appeal Panel may dismiss or uphold the complaint.

#### **Recommendations:**

The appeal panel may make recommendations to the Headteacher, CEO or the full Board of Trustees, as appropriate. It is not within the powers of the Appeal Panel to make any financial award, nor to impose sanctions on staff, pupils or parents/carers, although they may recommend these actions to the Headteacher, CEO or the Trustees.

The Appeal Panel will write to the parents/carers informing them of its decision and the reasons for it; barring any unforeseen absence, this will be within 7 working days of the hearing. The decision of the Appeal Panel will be final.

A copy of the Appeal Panel's findings and any recommendations will be sent by electronic mail or otherwise given to the parents/carers, and, where relevant, any person who may be the subject of the complaint, as well as the Chairman of Trustees, the CEO and the Headteacher.

#### **Record of complaints**

Following the resolution of a complaint, the School will keep a written record which will include (a) the nature of the complaint and (b) whether it was resolved at one of the first two stages of this procedure or if it proceeded to a panel hearing, and (c) any action taken by the School as a result of the complaint. Normally the record will contain the following information:

- Date when the issue was raised
- Name of parent

- Name of pupil
- Description of the issue
- Records of the investigation (if appropriate)
- Witness statements (if appropriate)
- Name of member(s) of staff handling the issue at each stage
- Copies of all correspondence on the issue (including emails and records of phone conversations)
- Action(s) taken by the School as a result of the complaint

This record is kept securely in the Headteacher's / CEO's office, and will only be made available, as and when required, to the Secretary of State or an inspection body, in line with the School's obligations under the Education and Skills Act 2008.

### **Data protection**

Correspondence, statements and records relating to individual complaints are normally kept for **three years** after the resolution of the complaint and will be kept confidential except when the School is required to disclose information by:

- the Secretary of State for Education under paragraph (k) of Schedule 1 to the Education (Independent Schools Standards) (England) Regulations 2010
- the ISI under Sections 108, 109 and 110 of the Education and Skills Act 2008
- other legal authority

### **Monitoring and evaluation**

The monitoring and evaluation of the effectiveness of this policy and its implementation will be carried out by the CEO and complaints are kept under ongoing review by the MMPS School Convener.

### **EYFS**

In line with the Statutory Framework for the Early Years Foundation Stage (November 2024), we will investigate all written complaints relating to the fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

The record of complaints will be made available to Ofsted on request.

We will make available to parents /or carers details about how to contact Ofsted, if they believe the provider is not meeting the EYFS requirements: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or 0300 123 4666.

### **NUMBER OF FORMAL COMPLAINTS RECEIVED**

**Academic Year 2024-2025: 1**

The MMPS Convener/Trustee will meet with the headteacher to review the complaints log during the termly trust committee meetings.