



MANCHESTER
MUSLIM
PREPARATORY
SCHOOL

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Complaints Policy and Procedures

Last reviewed on:	August 2026 – Effective from 1 September 2026
Next review due by:	August 2027
Approved by MIET Board of Trustees:	September 2026

1. Introduction

The partnership between parents/carers and the school is a cornerstone of the ethos and mission of the Manchester Islamic Educational Trust (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.

This Complaints Policy and Procedure is available on the School's website and on request from the School office. Details of the number of complaints registered under the formal procedure during the preceding school year will also be made available to parents/carers of current and prospective pupils and, on request, to the Secretary of State or the relevant inspectorate.

MIET schools will have regard to their obligations under the Equality Act 2010 when applying this procedure and will make reasonable adjustments where required.

2. 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 recurring.

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 procedure applies to parents/carers of current pupils. For the purposes of this procedure, 'parent/carer' includes any person with parental responsibility for, or care of, the pupil. Concerns raised by pupils or other persons will be considered appropriately, but the statutory three-stage procedure set out below applies to parents/carers of current pupils.

Complaints from parents/carers of former pupils will normally fall outside this procedure unless the complaint was first raised while the pupil remained registered at the School. This does not prevent a parent from exercising a right of review against a decision to exclude or require the removal of a pupil in accordance with the relevant School's Discipline, Exclusions and Required Removal Policy and Parent Contract.

Where a complaint raises a safeguarding concern or an allegation concerning an adult working with children, the School will take any immediate action required under its Safeguarding and Child Protection Policy and Keeping Children Safe in Education 2026, including referral to or consultation with external agencies where required. The complaints process may run

alongside, be adapted or be paused where necessary so that it does not prejudice a safeguarding, police or other statutory investigation.

Parents/carers can be assured that their child will not be penalised in any way as a result of a complaint made in good faith.

Who to contact?

- If parents/carers have a concern or complaint, they should normally contact their child's class teacher.
- Where the complaint is about the class teacher, a parent/carer should take their concerns directly to the Pastoral Lead/Deputy Headteacher. Parents/carers 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, it should be sent to the Chief Executive Officer (CEO) via the Trust Office: trust.office@miet.uk.
- Where a complaint is against the CEO, it should be sent to the Chair of Trustees via the Trust Office: trust.office@miet.uk.
- Where a complaint concerns the Chair of Trustees, or there is another conflict of interest, the Trust will arrange for it to be considered by another Trustee or suitably independent person who has not been involved in the matter.

3. Procedure

The procedure has three distinct stages. The School will ensure that those responsible for determining a complaint at Stages 2 and 3 are appropriately impartial and have not been directly involved in the matters detailed in the complaint.

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. The number of complaints registered under the formal procedure during the preceding school year is made available to parents/carers of current and prospective pupils.

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 Lead, Pastoral Lead/Deputy Headteacher) 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 their 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 they are 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.

A written record will be kept of formal meetings and interviews held in connection with the complaint.

If the complaint is against the Headteacher, the CEO or relevant School Convener/Trustee will manage the Stage 2 process. The person managing the Stage 2 process may require a full report and relevant documents, speak to members of staff and/or meet the parents/carers. Once satisfied that, so far as is practicable, all relevant facts have been established, they will inform the parents/carers of the decision in writing and give reasons for the decision.

If the complaint is against the CEO, the Chair of Trustees, or another suitably uninvolved person appointed by the Board where necessary, will manage the Stage 2 process in accordance with the same principles and timescales. Where the complaint concerns the Chair of Trustees, the Board will appoint another Trustee or suitably independent person who has not previously been involved in the matter.

Timescales for stages 1 and 2

We will aim to complete Stages 1 and 2 within 28 working days. Complex issues, unavoidable staff absence or complaints received shortly before or during school holidays may take longer. Where the stated timescale cannot reasonably be met, the School will inform the parents/carers of the reason for the delay and provide a revised timescale. In all cases, the School will progress the complaint as promptly as reasonably practicable whilst allowing sufficient time for a fair and thorough investigation.

For the purposes of this procedure, 'working days' means weekdays (Monday to Friday) during term time, excluding bank holidays and school holidays. The separate statutory 28-day EYFS period and 30-day data-protection acknowledgement period referred to below are calendar days.

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 normally be requested only after Stages 1 and 2 of this procedure have been completed. The exception is a review of a decision to exclude or require the removal of a pupil under the relevant School's Discipline, Exclusions and Required Removal Policy and Parent Contract, which will proceed directly to Stage 3.

Parents/carers wishing to request a Stage 3 hearing following a Stage 2 decision must write to the Trust Office within five working days of the Stage 2 decision. A request for review of a

decision to exclude or require the removal of a pupil must be made within five working days of that decision. Where exceptional or extenuating circumstances have prevented the parent/carer from meeting the relevant deadline, they should contact the Trust Office as soon as possible. A reasonable request for an extension will be considered on its individual circumstances.

The request should explain why the parents/carers remain dissatisfied with the Stage 2 response or, in the case of an exclusion or required-removal review, the decision being reviewed, and the outcome they are seeking. Parents/carers are not required to identify a new ground of appeal in order to access Stage 3. For complaints which have progressed through Stages 1 and 2, the Appeal Panel will normally consider the issues already raised at those stages; materially new complaints may first need to be considered under the earlier stages of this procedure.

The complaint or, where applicable, the request for review will then be referred to an Appeal Panel, appointed by or on behalf of the MIET Board of Trustees, comprising at least three individuals who were not directly involved in the matters detailed in the complaint. At least one member will be independent of the management and running of the School.

The Trust Office Manager will acknowledge the request within five working days and will normally arrange the hearing within 14 working days of receipt of the Stage 3 request. Where this timescale cannot reasonably be met, the parents/carers will be informed of the reason for the delay and provided with a revised hearing date.

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.

The School will make reasonable arrangements to facilitate the parents'/carers' attendance. If a parent/carer chooses not to attend, this will not prevent the panel hearing from taking place and the Panel will consider the complaint on the evidence available.

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.

Outcome:

The Appeal Panel may dismiss or uphold the complaint, in whole or in part.

In the case of an exclusion or required-removal review, the Panel will determine the review in accordance with the relevant School's Discipline, Exclusions and Required Removal Policy and Parent Contract.

Recommendations:

The Appeal Panel may make recommendations to the Headteacher, CEO or Board of Trustees, as appropriate. It is not within the powers of the Appeal Panel to make a financial award, impose disciplinary or other sanctions, or otherwise determine action to be taken against individual staff, pupils or parents/carers.

The Appeal Panel will write to the parents/carers informing them of its decision and the reasons for it, normally within 7 working days of the hearing. Where this timescale cannot reasonably be met, the parents/carers will be informed of the reason for the delay and provided with a revised timescale. 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 Chair of Trustees, the CEO and the Headteacher.

A copy of the Appeal Panel's findings and recommendations will also be available for inspection on the School premises by the proprietor and the Headteacher.

Meeting notes of the Panel hearing will be kept as an accurate record of the main matters discussed. The notes will not be a verbatim transcript.

Persistent correspondence / unreasonable behaviour

Where a complaint has completed all three stages of this procedure, repeated attempts to raise substantially the same complaint may be treated as concluded and the School may decline to enter into further correspondence on the same matters. Unreasonable, abusive, threatening, harassing or otherwise inappropriate conduct by a complainant may be managed in accordance with the Parent Code of Conduct and Parent Contract. This will not be used to prevent a parent/carer from completing the legitimate complaints procedure.

4. 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, regardless of whether the complaint was upheld.

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
- Notes/minutes of formal meetings and any Panel hearing
- The Appeal Panel's written findings, recommendations and decision

Complaints records will be held securely and treated as confidential. Correspondence, statements and records relating to individual complaints will be made available to the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 where required. Information may also be disclosed where necessary to comply with a legal, regulatory, safeguarding or data-protection obligation.

Data protection

Formal complaints records will normally be retained for at least seven years after the complaint has been resolved, or longer where required because of safeguarding, litigation, insurance, regulatory or other legal requirements, in accordance with MIET's records-retention arrangements and Privacy Notice.

Data protection complaints

Where a complaint concerns the processing of personal data, MIET will ensure that the data-protection aspect of the complaint is handled in accordance with current data-protection law. MIET will provide a clear means of making such a complaint, acknowledge it within 30 days, take appropriate steps to investigate it without undue delay, keep the complainant informed of progress and communicate the outcome without undue delay. Where a data-protection issue forms part of a wider parental complaint, it may be handled within this Complaints Procedure provided these statutory requirements are met. Standalone data-protection complaints may also be raised through the data-protection contact route identified in MIET's Privacy Notice/Data Protection Policy.

5. Monitoring and evaluation

The monitoring and evaluation of the effectiveness and implementation of this policy will be carried out by the CEO. Complaints will be kept under ongoing review by the relevant School Convener/Trustee, who will review the complaints log with the Headteacher at least termly.

Reviews will consider any themes or trends in complaints and whether they indicate a wider or systemic issue requiring changes to school practice, policy or procedure.

6. EYFS

Parents/carers of EYFS pupils should follow the three stages of this Complaints Procedure. In accordance with the Statutory Framework for the Early Years Foundation Stage for group and school-based providers, effective from 1 September 2026, the School will investigate all written complaints relating to the fulfilment of the EYFS requirements and notify the complainant of the outcome of the investigation within 28 calendar days of receiving the complaint. This 28-day statutory requirement applies notwithstanding any longer internal timescale elsewhere in this procedure.

A written record of EYFS complaints and their outcomes will be maintained and made available to Ofsted and/or the relevant inspectorate on request.

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

NUMBER OF FORMAL COMPLAINTS RECEIVED

Academic Year 2025-2026: 3