



# FBIC

## Complaint Procedures Policy

**Managing Director:**

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El-Fayrouz School is committed to encouraging the involvement of parents and carers in the community of the school and their children's education. One aspect of this commitment is reflected in the recognition that occasionally, things may occur which cause parents concern. El-Fayrouz School recognises it is important that parents, carers and pupils know the steps to take to ensure any problems are resolved. This document is intended to provide guidance to help parents in this process.

### **Who should I talk to?**

Most concerns are dealt with quickly, through informal discussion with members of staff at the school. Parents are always welcome to come into school to discuss concerns or problems that have arisen. You can expect that matters you raise will be treated in confidence, but parents also need to understand that to resolve issues and find the best way forward, the person dealing with matter may have to make further enquiries. If this is necessary, you can expect that it will be done with sensitivity to how the issues affect your child.

It is always preferable to find an informal resolution before entering a formal complaints procedure. However, occasionally, things go wrong and it is not always possible to predict how an initial concern can escalate into a major, stressful and time-consuming complaint. **This document refers to the process adopted for a general formal complaint** and sets out three stages to the procedure.

### **Our Complaints Procedure aims to:**

- Be speedy with well-defined timescales and named contacts
- Focus on resolution and service review rather than blame
- Be accessible to people with disabilities, special needs cultural or language barriers
- Promote confidentiality and discretion
- Include fair and transparent investigative processes for staff as well as complainants
- Be forthright in dealing with vexatious, abusive, malicious and anonymous complaints

Students'

**There are additional detailed procedures** for the following:

- Staff grievances and staff disciplinary issues
- Financial *impropriety* or other criminal activity
- Alleged child abuse; in this case action matters must be referred to the Headteacher directly.

### **A staged approach to dealing with complaints**

#### **Stage 1 – Headteacher**



The complainant will be advised to write to the Headteacher, giving details of the concern and enclosing any appropriate paperwork via the school office.

A complaints form is available. The Headteacher will consider whether the staff member or the complainant should complete it (see Appendix 1).

The Headteacher, or designated member of the Leadership Team, should respond to the complainant in writing as soon as possible. **Standard practice is to acknowledge the complaint or offer a full response within five school days\*.**

If appropriate a meeting may be called, which will be minuted.

If the complaint requires in-depth investigation, the Headteacher will need to acknowledge this within five days and let the complainant know that a full response will take longer. Standard practice is to investigate the complaint, prepare and send a response within **twenty school days\*.**

The Headteacher should summarise the main points in a follow-up letter. This is to help prevent any misunderstandings and ensure that all parties have a clear record of progress or agreements.

If the complainant remains dissatisfied, the Headteacher will need to decide when to give a final response and refer the complainant to Stage 2 of the Complaint Process.

## **Stage 2 – School Director**

The Complainant should write to school Director outlining their complaint, explaining the reasons for pursuing it beyond the Headteacher's response and enclosing any relevant paperwork.

Standard practice is to acknowledge the complaint within **five school days\*.** A full response to the complaint, should be sent within **twenty school days\*.**

Stage 2 offers an opportunity for achieving conciliation between parties. Informal discussions between the Director and the Headteacher are key to resolving the complaint and agreeing a way forward. The aim is to resolve the complaint and prevent further escalation of the disagreement.



The decision letter should be prepared by the Headteacher. The letter should inform the complainant of the School decision within **five school days\***

The letter should include:

- a summary of the issues
- an outline of the main points of discussion
- the decision and reasons for the decision
- proposed actions and outcomes

Where appropriate the Director may also suggest that the complainant meets the Headteacher again to agree a way forward.