



Rashid School for Boys

Concerns and Complaints Policy

Policy Summary

There can be times when parents or family representatives have questions, concerns or complaints that they would like answered or resolved. The leadership of the schools have a responsibility to ensure that any concerns or complaints are dealt with in a fair and considered manner.

This policy outlines how this is done.

The policy is common to both Rashid School and Latifa School for Girls

School Section	Whole School
Audience	Parents and carers
Dissemination	School website
Written by	Executive Director and Heads of Schools
Date Written	May 2016
Last reviewed	January 2017
To be reviewed by	Executive Director and Heads of Schools
Date due for Review	May 2018

Latifa School for Girls and Rashid School for Boys

Concerns and Complaints Procedure

There can be times when parents or family representatives have questions, concerns or complaints that they would like answered or resolved. The leadership of the schools have a responsibility to ensure that any concerns or complaints are dealt with in a fair and considered manner.

It is best to solve issues informally through meetings and discussions; however, at times, there are concerns and complaints that need further deliberations.

It is expected that parents refer to this process for any concerns or conflict resolution within the school: It will only be necessary to move a complaint on to the next stage of the procedure, if the person making the complaint is not satisfied with the outcome at the previous stage.

Complaints should not usually 'leap frog' any of the stages, but it may be necessary, for example, if the complaint is about a senior member of staff; in which case it can be considered by the Head, i.e. at Stage 3, by-passing stages 1 and 2.

Primary Section

- Stage 1 If a parent/carer has a question or concern then they should meet the person directly involved in the decision. In Primary this is often the Class Teacher or specialist subject teacher. All staff have responsibilities for child safety at the beginning and end of the school day, so it is best to make an appointment to meet the teacher at a time when they can give any request or concern their full attention.
- Stage 2 If the parent is still not satisfied, then he/she should make an appointment to meet with the Head of Primary. When a parent makes an appointment they should let the school know the nature of the concern, so that the Head of Primary can have the opportunity to prepare for the meeting. This meeting will be arranged within three working days.

Secondary Section

- Stage 1 If a parent/carer has a question or concern then they should meet the person directly involved in the decision. In Secondary, this will usually be the Form Tutor or subject teacher. If the issue relates to pastoral issues, such as behaviour or attendance then the Secondary Year Group Coordinators are often the person to see first. All staff have responsibilities for child safety at the beginning and end of the school day, so it is best to make an appointment to meet the teacher at a time when they can give any request or concern their full attention.
- Stage 2 If the parent is still not satisfied, then he/she should make an appointment to meet with the Deputy Head of the school. When a parent makes an appointment they should let the school know the nature of the concern, so that the Deputy Head can

have the opportunity to prepare for the meeting. This meeting will be arranged within three working days.

Taking a Complaint further

Stage 3 If the issue is still not resolved then the parent should make a request to meet the Headmaster or Headmistress of the school. An appointment should be set for a meeting within five working days of the request. At this meeting all attempts will be made to resolve any outstanding issues.

Stage 4 Issues that remain unresolved will be referred to the Executive Committee.

Concerns or complaints raised by or through higher authorities

Concerns or complaints raised by or through higher authorities will be investigated by the school as a matter of urgency. Complaints will be investigated by the school and an initial response will be made to the concerned authority within three working days. If the complaint is serious or involves child safety then the employee will be suspended from school until the investigation has been completed.

This response will indicate the findings of any investigation, any actions taken by the school and also give details of any further investigation, actions or recommendations that may be required.

Serial and Persistent Complainants

The schools will always do their best to be helpful to people who contact the school with a complaint, concern or a request for information. However, in cases where the school is contacted repeatedly by an individual making the same points, or who asks the school to reconsider their position, the complainant may remain dissatisfied, even though all steps have been followed.

School should not stop responding just because an individual is difficult to deal with or asks complex questions. However, where an individual's behaviour is causing a significant level of disruption the school may wish to implement a tailored communications strategy such as restricting them to a single point of contact via an email address or by limiting the number of times they make contact; e.g. a fixed number of contacts per term. School needs to ensure that it is acting reasonably and that any genuine complaint can still be heard.

January 2017

LSG/RSB Complaint Form and Record

Name:

Relationship to child:

Name of Child:

Date form was submitted:

Child's Class:

Contact details- Mobile and email address:

Date of Incident:

Details of Complaint:

Stage 2 Record

Senior Member of Staff:

Notes, Dates and Actions:

Outcome:

Signed:

