



At Rawdhatul Uloom we understand there will be a time when a problem or query arises. We want what’s best for your child and will endeavour to resolve any situation promptly. We have looked at the existing complaints procedure and have decided that it needs to be made a little more accessible.

We realise that problems may occur as we are only human but when they do occur we want a system in place that is quick and easy for our parents to deal with.

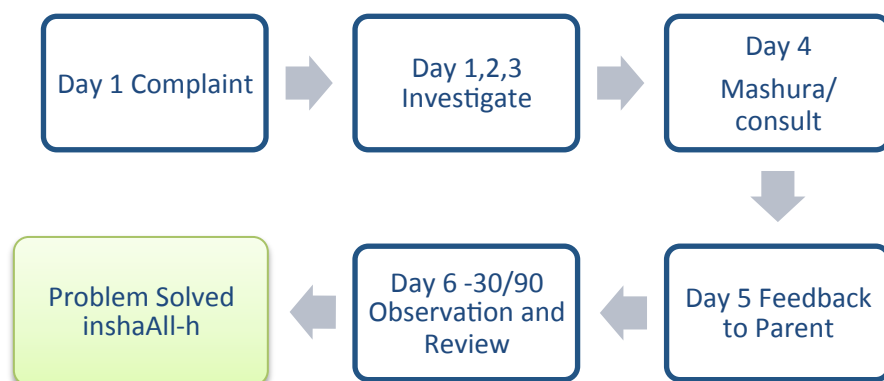
Who can complain?

Anyone with parental responsibility for a pupil at a school can complain if they are not satisfied with the service they receive.

From time to time, other people may have a complaint about a school. In this case, it is best to contact the Principal first, as he/she will almost always be able to deal with the problem. However, everyone is entitled to have his/her complaint heard as detailed below

How can I complain?

- In the event that a problem occurs we need you to know that you can contact the office whenever you need to, in many different methods;
 - Telephone – 01282 832170 (Out of hours – 07853 859463)
 - Post – Rawdhatul Uloom, North Street, Burnley, Lancashire. BB10 1LU
 - E-mail – info@rawdhaprimary.co.uk
 - Face to face – come to the office **at any time** and you can speak to the office staff.
- We will then carry out an internal investigation into the complaint. This will be complete with five days of first contact.
- We shall then arrange a time for you to come in at your convenience to sit down and go through what we have found and what the best method of resolving the matter would be.
- We will then have a monitoring period dependant on the case between 30 – 90 days on a weekly/fortnightly/monthly review.
- In the event that you are still unhappy with the decision made then we shall refer it to the Head teacher. At this point we will have an external member from the External Complaints Panel to investigate the manner it was dealt in.



What you should do	What will happen
Informal: Discuss the problem with the class teacher or head teacher.	The member of staff concerned will help to ensure you have all the relevant details.



Formal Procedure
If your complaint is about the head teacher go straight to Stage 2



Stage 1	
Write to the head teacher stating your complaint. Give all relevant details including your name and how you may be contacted.	You should receive an acknowledgement letter within 5 school days and the Head teacher's finding within 15 school days .



If you are not satisfied with the findings of the head teacher
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Stage 2	
Write to the Chair of governors of the school. State your complaint; give all relevant details including why you do not accept the head teacher's decision.	You should receive an acknowledgement letter within 10 school days and the Chair of Governors within 20 school days .



If you are not satisfied with the findings of the Chair of Governors
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Stage 3	
Write to the Chair of Governors within 10 days stating why you are not satisfied with his/her findings. Request that an Independent Complaints Panel is set up to investigate the matter.	The chair of Governors will set up an Independent Panel to meet within 15 school days . You must receive copies of any written materials to be used at least 5 schools days before the Panel meets. The Panel will advise you of its findings within 5 school days after the hearing.
THIS DECISION IS FINAL	

General Issues

Anonymous complaints: Anonymous complaints cannot be dealt with by the formal procedure detailed above.

Confidentiality: All complaints are dealt with in confidence, with information only being given to those people who need to know.

Lobbying: No one should lobby or put pressure on a person responsible for investigating a complaint. The investigating officer and/or panel may count this against you.

Withdrawal of complaints: You may withdraw your complaint at any time. If possible, you should write to the person who last dealt with the matter. You will then be sent a written acknowledgement of the withdrawal of the complaint.

This policy has been approved by: Tokeer Bashir Position: Headteacher
Reviewed: November 2016 Next review date: November 2017

Complaint Pro-forma

Please complete the form below and attach all relevant documentation. If you have more than one complaint, please use one form per complaint

Name of complainant:	Date of incident:
Description of complaint:	
Outcome required: Please describe what you would like to see happen as a result of your complaint	
Background information: Please continue on separate sheet if required and attach further relevant documentation if appropriate	
Signature:	Date:

Complaints Guidance for Parents/Guardians

Most complaints can be quickly resolved by talking to the teacher or the member of staff concerned. To do this, you can contact the school to arrange a time to meet with the person concerned and discuss the problem.

If you cannot resolve the matter directly with the person concerned, you should take it up with the head teacher. Again, you can do this by contacting the school and arranging an appointment. It would be helpful if you could put your concerns in writing and let the head teacher see them before you meet so that he/she is able to look into the matter and inform you of the situation at the meeting.

In a very small number of cases, the matter may not be resolved even with the involvement of the head teacher. When this happens, the complaint should be directed to the Governors. In most cases, this means putting your complaint in writing to the Governors and send it to them(governors email). The Chair of Governor will then contact you.

If you do not discuss the matter with the head teacher, it is not normally possible to proceed further with the official complaints procedure. In this circumstance, you should also put your complaint in writing, stating the reasons why you have not discussed it with the head teacher, and send it to the Governors.

If the complaint cannot be resolved by the involvement of the Governors, you can ask for the complaint to be considered by the Independent Panel set up for such complaints. You will then be informed in writing of the outcome.

Copies of the Complaints Policy and Procedure can be obtained from the school office upon request.

Governors can be contacted via their email address info@rawdthagovernors.co.uk.