

The King Fahad Academy

London



## Complaints Policy

Date policy agreed: April 2018.

Next review: April 2020

**Purpose:** To establish a procedure for dealing with complaints relating to the school, as required by section 29(1) (a) of the Education Act 2002.

**Scope:** All matters relating to the actions of staff and application of school procedures where they affect the individual pupils concerned. However, the complaints procedure is not relevant where other statutory provisions apply, for example, child protection, allegations against members of staff, staff grievances and disciplinary processes.

### **Introduction.**

We are committed to providing children with the best education and are keen to work with parents, carers and the wider community to achieve this. One of the ways in which we continue to improve our education service is by listening and responding to the views of our parents.

We aim to provide services of a high standard to every parent, but sometimes things do go wrong. When this happens we want to hear from parents so that we can sort it out and learn from our mistakes.

### **Principles**

- Your complaint will be taken seriously and will be given a response.
- We will ensure that making a complaint is as easy and simple as possible. We learn from complaints and use them to continually improve.
- We will deal with all concerns and complaints promptly, politely and seek to resolve matters informally in the first instance.
- Your complaint will be looked into thoroughly and fairly.
- We will treat concerns and complaints confidentially, unless exceptionally we must share this information with other agencies to safeguard and protect children and young people. Where this is the case, parents will be informed
- We will always treat complaints with sensitivity and care. We will try to keep all information confidential but some information sharing may be necessary to carry out a thorough investigation.
- We will keep you up to date with progress made at each stage. We will keep to the timescales outlined in this policy.
- You will get an apology if we have made a mistake and you will be told what we will do to put things right.
- An anonymous complaint will not be investigated under this procedure unless there are exceptional circumstances

### **Informal: Stage 1 Complaint heard by teacher or senior staff member (usually a deputy head)**

It is most important to recognise the difference between a **concern** and a **complaint**. A **concern** can be defined as a cause of worry, whilst a complaint can be defined as an expression of **dissatisfaction**. In the vast majority of cases, parent / carer concerns about issues related to children or the school can be handled successfully through informal, or when necessary, formal means. Child related issues should initially be raised with a class teacher by letter, by email, by telephone or in person by

appointment. After this initial approach, the matter can be passed on if necessary, to a more senior member of staff such as deputy head teacher. It is normally the case that a concern will be addressed and resolved in this way and clarification provided, if needed, in order to avoid any future issues. Complaints raised in the first instance with senior members of school staff will always be referred to the relevant teacher, unless exceptionally they deem it more appropriate to deal with the matter personally. The school takes all concerns very seriously and a thorough commitment to resolving issues can be expected by all parties concerned. Records will be kept by the class teacher or the deputy head teacher to inform future practice. These records will be scrutinised termly. On rare occasions, a concern may not be resolved at this informal stage and if differences cannot be accepted by all parties, the school complaints procedure will be followed.

**Timescale:** An initial response to the complaint will be made in person or in writing within five school days of the initial contact and then at an agreed time thereafter if necessary agreed by the person raising the concern or complaint and the member of staff.

### **Informal: Stage 2 Complaint heard by head teacher**

If the complainant remains dissatisfied with the way the complaint has been handled at stage 1, they may choose to stop the process or move to stage 2. At stage 2, the complaint is also referred to the **Complaints Coordinator** who will be kept informed of the progress of the investigation and outcome. A record of this will be held by the coordinator to help improve future practice.

The complainant should request a meeting with the Head teacher who will meet or speak with the parents about their concerns, and normally within five school days of receiving the complaint. If at all possible, a resolution will be reached at this stage. It is likely that the Head teacher will carry out further investigations. The head may delegate the task of collecting information to another staff member but not the decision on the action to be received. Written records of all meetings and interviews held in relation to the complaint will be kept. Sometimes it may not be possible to give parents a full reply within the timescale, for example, if relevant staff are absent or the investigation requires more detailed investigation. In this case, an interim response should indicate what has been done to date, telling the complainant when they can expect the full response and from whom.

If the first contact is with the Director General, he will advise the complainant to take up the concerns with the appropriate member of staff or Head teacher. If the complaint is about the Head teacher, the complainant should contact the Director General. The Head teacher will also give clear reasons for the decision. One outcome might be that further action is taken at stage 1, for example, where a previous explanation has been unclear so the teacher is to be given the opportunity to redress the matter swiftly. The head teacher will try to ascertain what outcome or resolution would be most acceptable to the complainant.

**Timescale:** acknowledgement of complaint in writing or in person within five school days. Following a full analysis of the situation, the head will make a decision and parents will be informed of this decision in writing within 15 school days from receiving the complaint.

If the complainant is dissatisfied with the outcome, parents should proceed to stage 3.

This should be a final resort after other approaches have been exhausted. Parents may make a formal written complaint within five working days – see below (excluding school or public holidays).

Written complaints about the fulfilment of the EYFS requirements (Pre-KG and KG1) must be investigated and the complainant notified of the outcome of the investigation within 28 days (excluding school or public holidays). Such complaints can also be made to Ofsted if parents do not believe that EYFS requirements are being met. (Contact details: <https://www.gov.uk/complain-about-school/privateschools>; 0300 123 4666).

### **Stage 3 – Formal Complaint and Resolution Complaint heard by Director General**

If the complainant remains dissatisfied with the way the complaint has been handled at stage 1 and 2, he or she may choose to stop the process or move to stage 3. At stage 3, the complaint is also referred to the **Complaints Coordinator** who will be kept informed of the progress of the investigation and outcome. A record of this will be held by the coordinator to help improve future practice.

The complainant should contact Ms Magda, [Magda.Mostafa@thekfa.org.uk](mailto:Magda.Mostafa@thekfa.org.uk), for a complaint form. The complainant must put the complaint in writing by completing the Complaint Form and passing it to the Director General, who will be responsible for its investigation. The complainant should include details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents. In addition the Director General may meet with the complainant to clarify the complaint. The Director General will collect such other evidence as he deems necessary.

#### **Timescale:**

**Acknowledgement:** An acknowledgement in writing will be sent the complainant within 5 school days from receiving the complaint.

**Investigation:** The Director General will investigate the complaint within 15 school days from receiving the complaint.

**Outcome:** The Director General's findings and conclusions will be sent to the complainant within 25 school days from receiving the complaint (excluding school or public holidays). The complainant will be informed that consideration of their complaint by the Director General is now concluded.

### **Stage 4 – Formal Complaint heard by Panel Hearing:**

The complaints coordinator is informed of the panel hearing and will be kept informed of progress and the outcome of the hearing. If the complainant is not satisfied at stage 3, the complainant may request that the Board of Trustees review the process followed by the Director General in handling the complaint. Any such request must be made in writing within 10 school days of receiving notice of the outcome from the Director General, and include a statement specifying any perceived failures to follow the procedure.

#### **Panel Hearing:**

A panel of three (none of whom will be directly involved in the matters detailed in the complaint; one of whom will be independent of the management and running of the Academy) will hold a

hearing within 25 school days, inviting the complainant, the Director General and any other person. The complainant may be accompanied during the meeting of the Panel. The Chair of the panel will then write to the complainant with their findings and recommendations within 5 schools days of hearing. A record of this will be kept in the school. The person complained about will also receive a copy of the findings and recommendations of the Panel.

### **Confidentiality**

Conversations and correspondence will be treated with discretion. It is important that parents know that their complaint will not penalise their child. However, from the outset, all parties to a complaint need to be aware that some information may have to be shared with others involved in the operation of the complaints procedure. Anonymous complaints will be disregarded unless somebody is prepared to substantiate them. It will be at the Director General's discretion to decide whether the gravity of an anonymous complaint warrants an investigation.

### **Record keeping**

All stage 1 and stage 2 complaints will be recorded by the person handling the complaint. At stage 2 the complaints coordinator will also keep a record of the complaint and the outcome.

All Stage 3 and Stage 4 complaints will be recorded on a standard form and kept in a central file by the Director General's PA, regardless of whether the complaint was upheld. This is for recording from the earliest stages of a complaint and provides date, name of parent, general nature of the complaint and person complained to. It will also log the progress of the complaint and at which stage it was resolved. Copies of all relevant written outcomes and a record of any subsequent actions taken by the Academy will also be stored with this information. All records will be kept confidentially except where the Secretary of State or a body conducting an inspection under section 108 Or 109 of the 2008 Act requires access to them. Records will also be made available to the Board of Trustees, the Director General and to any other relevant inspecting authority.

### **4. Vexatious complaints**

Whilst it is hoped that this document will reduce any dissatisfaction with the school, it is acknowledged that there may be rare occasions where a complainant continues to be dissatisfied with the school and the outcomes achieved under the complaints procedure.

Where a complainant attempts to re-open an issue which has already been dealt with under the complaints procedure, a member of the Board of Trustees will contact them to inform them that the matter has already been dealt with and that either that stage of the policy has been exhausted or that the complaints procedure has been exhausted and the matter is considered closed. Where further correspondence is received on the same matter, this may be considered vexatious and the school will be under no obligation to respond to that correspondence.

Review

Date policy agreed : April 2018.

Date when next review is due: April 2020

**For the KFA Board of Trustees:**

**Name:** .....

Signed:..... Date: .....

## Appendix 2: The King Fahad Academy Complaint Form

Please refer to the Complaints policy for information related to making a complaint.

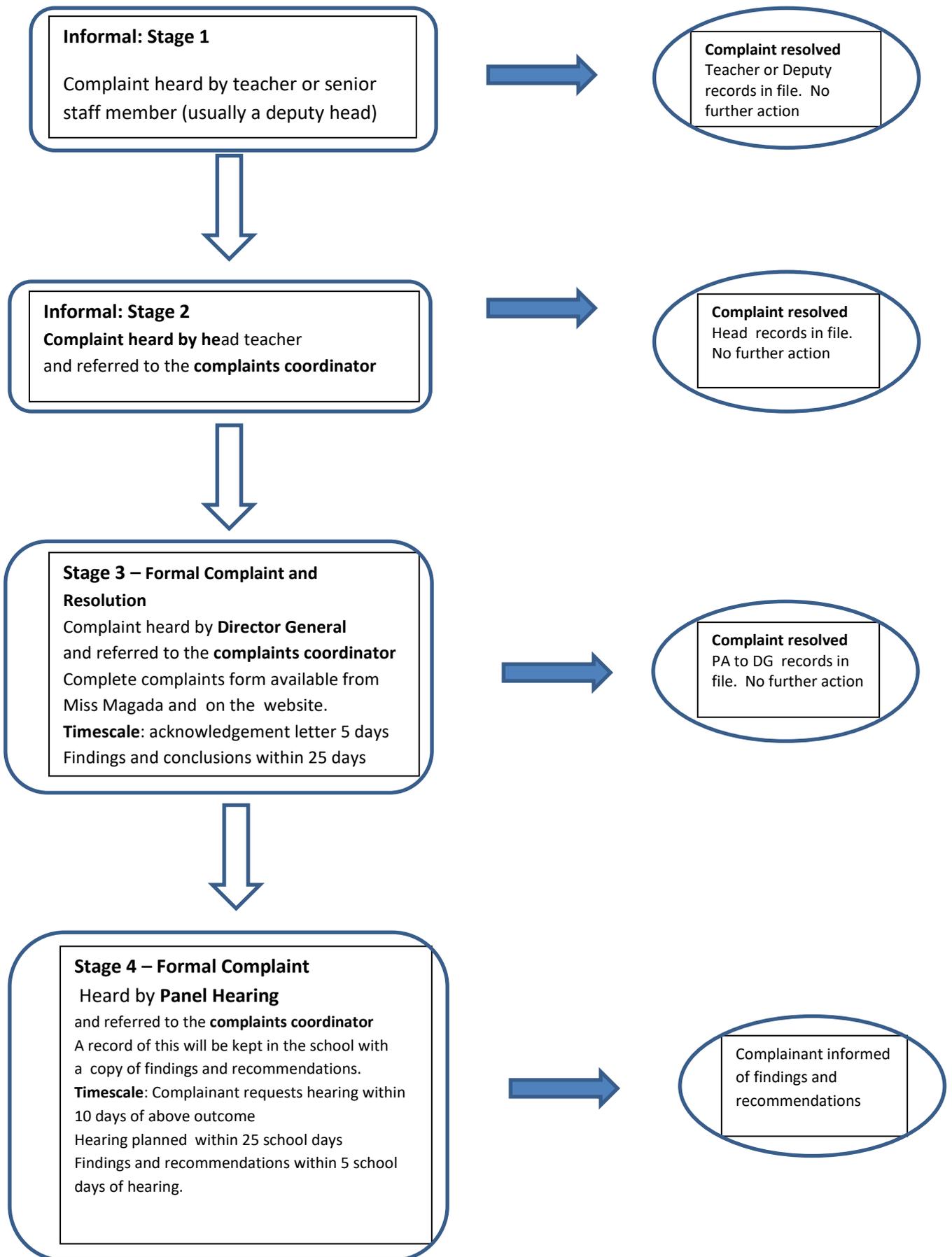
Please complete and return to [Magda.Mostafa@thekfa.org.uk](mailto:Magda.Mostafa@thekfa.org.uk)

Copies of this form are available from the school office.

Your full name:	
Relationship with school (for example parent):	
Pupil's name:	
Address :	
	Postcode:
Daytime telephone number :	Mobile number:
Email address:	
Please give concise details of your complaint, including dates, names of witnesses etc to allow the matter to be fully investigated. You may continue on a separate paper or attach additional information if you wish.	
What action, if any, have you already taken to try and resolve your complaint? (Who did you speak to and what was the response)?	
Signature:	Date:
Please return the completed form to the Director General's PA , Mrs Magda at the Academy or email to <a href="mailto:Magda.Mostafa@thekfa.org.uk">Magda.Mostafa@thekfa.org.uk</a>	



### Parental Complaints Procedure Flowchart



### Appendix 3: The King Fahad Academy, London - Complaints Record Form

To be completed by the Complaints Coordinator

Date complaint received	
Format in which complaint delivered	Oral/written/e-mail/other
Member of staff to whom complaint was made	
Name and Grade of child/ren concerned	
Nature of complaint	Academic/Pastoral/Administrative/Other
Description of complaint	
Supporting evidence attached	Yes/No
<b>Resolution of Complaint</b>	
Date	Stage of Resolution
	Stage 2 -informal
	Stage 3 -formal
	Stage 4 –Panel
Signed	Date