

# Quwwat ul Islam Girls' School



## Complaints Procedure

## **Complaint's Procedure**

If you have comments/concerns please tell us. We welcome suggestions for improving our school. We understand that a common fear is our relationship with you and your child will be affected if you express dissatisfaction.

### **What to do First**

Most concerns and complaints can be sorted out quickly by speaking with your child's teacher. All staff will make every effort to resolve your problem informally. They will make sure that they understand what you feel went wrong and they will explain their own actions to you. They will ask what you would like the school to do to put things right. Of course, this does mean that in every case they will come round to your point of view, but it will help both you and the school to understand both sides of the question. It may also help to prevent a similar problem arising again.

### **What to do Next**

If you are dissatisfied with the teacher's response you can make a complaint to the Head teacher. This could be made in writing or by making an appointment to discuss the problem.

The Head teacher will normally ask to meet you for a discussion of the problem. The Head teacher will conduct a full investigation of the complaint and may interview any members of staff or pupils involved. The Head teacher will try their best to resolve the problem fairly.

Duration of investigation – up to 5 days

### **If you are Still Unhappy**

If you are still not satisfied, you may wish to contact the Management Committee in writing (Please post all letters to the suggestion/complaints box, situated outside the school building). The complaint will then be heard by the school committee, who have limited previous knowledge of the problem and will be able to give it fresh assessment.

The Management Committee will endeavour to deal with each problem effectively.

Duration of investigation – up to 10 days

### **Further Action**

Complaints about school problems are almost always settled within schools, but in exceptional cases it may be possible to refer the problem to an outside body that is independent of the school.

The complaint will be re-assessed and an amicable resolution will be aimed for. Parents may attend the meeting accompanied by another adult. There may be a need to have a panel hearing, (of at least 3 people) with the

management and an individual that is independent of management. Parents may also attend the panel hearing.

The panel's findings would be taken as recommendations. A copy of the recommendations/ findings will be given to the complainant, proprietors, Head teacher and, where relevant, the person complained about.

Duration of investigation – up to 14 days

**Further Points:**

The school will keep written records of complaints, specifying whether they were resolved at the preliminary stage, or whether they proceeded to a panel hearing.

All correspondence and records of complaints will be kept confidential.