

Quwwat-ul-Islam Girls' School



Complaints Policy

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Policy Links	Data Protection Policy Safeguarding Policy

School Motto
Together we can achieve more
School Values
Respect . Aspiration . Responsibility
Learning Drivers
Caring for Ourselves, Our World, Our Education, Our Rights

School Vision Statement

To establish a school of excellence both **Islamically** and **Academically** - Provide a **holistic** education which is inspired by: **Taqwa**: God consciousness **morals and values** inspired by the prophet (saw) coupled with **academic excellence**.

At Quwwat-ul-Islam girls' school we adhere to the following:

- **Mutual respect and tolerance** - We respect and care for everybody.
- **Democracy**– We promote the right of every individual to have their opinions and voices heard.
- **The rule of the law** – We understand that laws and rules protect us and at the same time provide us with responsibilities, by breaking them there are consequences.

Quwwat ul Islam Girls' School is committed to safeguarding and promoting the welfare of all pupils in its care. As an employer, the school expects all staff, governors, volunteers and parents/carers to share this commitment.

Quwwatul Islam Girls' School Contact Details:

Named Contact	Name	Contact Details
Admission Officer	Ms. Shaheen	Email: shaheen.hosseini@quwwatulislam.com
Headteacher	Mrs. Member	Email: shazia.member@quwwatulislam.com
Chair of Trustees	Mr. Patel	Email: faruk.patel@quwwatulislam.com

Introduction

The central objective of Quwwat Ul Islam Girls' School is to create and maintain a safe, happy and healthy learning environment where every pupil can achieve their full potential.

The staff and Trustee committee work in a spirit of cooperation with parents/Carers and other interested parties. Throughout the process, we will be sensitive to the needs of all parties involved, and make any reasonable adjustments needed to accommodate individuals.

In line with the requirements of section 29 of the Education Act 2002, Quwwatul Islam Girls' School:

- ☐ has a complaints procedure that is easily accessible, simple to use and easy to understand
- ☐ encourages resolution of concerns by informal means wherever possible
- ☐ addresses all points at issue and provides an effective response and appropriate redress where necessary
- ☐ resolves issues swiftly to established timescales, impartially and in a spirit of cooperation
- ☐ provides a fair investigation by an independent person where necessary.
- ☐ respects, as appropriate, confidentiality.
- ☐ ensures that the Trustee committee regularly monitors complaints received by the school
- ☐ acts in accordance with the requirements of the General Data Protection Regulations (GDPR) and Data Protection Act 2018

Quwwatul Islam Girls' School prides itself on the quality of the teaching and the pastoral care we provide for our pupils. If parents/Carers or members of the public have concerns they can expect the issues they raise to be treated seriously by the school and in accordance with this policy document.

The Difference between a Concern and a Complaint

Concern	<i>A 'concern' may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.</i>
Complaint	A complaint may be generally defined as 'an expression of dissatisfaction, however made, about actions taken or a lack of action'

It is in everyone's interest to resolve concerns and complaints at the earliest stage. Many issues can be resolved informally, without the need for formal procedures. Quwwatul Islam Girls' School takes informal concerns seriously and makes every effort to resolve the matter as quickly as possible.

However, there are occasions when complainants would like to raise their concerns formally. In those cases, Quwwatul Islam Girls' School will attempt to resolve the issue internally, through the stages outlined within this complaint's procedure.

How to raise a Concern or make a Complaint

The arrangements for dealing with complaints about the school curriculum are quite tightly defined and it may well be best for us to consider them informally first (following these procedures) before you may decide to request a formal complaint.

- 1.** If any concern arises, parents are asked to raise it with the member of staff responsible in the first instance. The school undertakes to respond initially on any such concern to the person who raised the matter within 5 working days.
- 2.** Concern about a pupil's progress or any pastoral matters should be raised in the first instance with the Form Tutor. Concerns about individual subjects should be raised with the subject teacher. It is expected that in almost all cases this will lead to an agreement or understanding being reached between all parties involved. You can request an

appointment with the subject teacher, in order to try and resolve the complaint at this informal stage.

3. Formal complaints regarding the curriculum, a pupil's special educational needs, religious education, exclusions and admissions should be made directly to the Headteacher. All such complaints should be made in writing, outlining the details and addressed to the school, requesting the School Office to make an appointment for the complainant to see the Headteacher.

The Headteacher will also ask staff members who are involved for their comments, either verbal or written. We will ensure that the complainant is clear what action or monitoring of the situation, if any, has been agreed. This will be confirmed in writing to the complainant. Most complaints can be resolved by talking to the Headteacher.

The complainant may be asked to attend another meeting in order to gain additional information. The school will attempt to reply to the complainant within 10 working days. However, if this is not possible, we will write to explain the delay and give a target date for a response.

6. Most complaints will be resolved at this stage. However, if the complainant is unsatisfied with the outcome arrived at by the Headteacher, they may make a formal request to the Chair of Trustees asking to review the Headteacher's decision. This will need to be made in writing and addressed clearly to the Chair of Trustees. In the request for review, they will be required to highlight precisely which aspect of the Headteacher's decision they are unsatisfied with and why.

The Chair of Trustees of School will carry out further investigation by gaining the opinion of the Head Teacher and relevant staff in a verbal form and will attempt to inform the complainant of their judgement in writing within 15 working days. Under normal circumstances, the Chair of Trustees decision will be binding and final.

7. In extraordinary circumstances, if the complainant still remains convinced that they did not receive a fair hearing, then as a last resort they must inform the school immediately. The school will make provision for a hearing to take place before a panel by or on behalf of the proprietor and will consist of at least three people who are not directly involved in the matters detailed in the complaint.

This panel will initially consider all evidence presented and all previous judgements made and, only if satisfied that all relevant reasonable steps have not been already undertaken in the previous judgements by the Head Teacher and Chair of Trustees, will allow a panel hearing.

Parents are welcomed to attend this hearing and may be accompanied by one other person. Acknowledgment of the complaint and the date(s) of the meetings will be sent

to the complainant. If you wish to attend the panel hearing, you must inform the panel immediately upon receiving written confirmation of the proposed dates.

All statements and records are kept confidential and details of individual accounts are not discussed with any third parties.

The panel has the authority to make findings and recommendations. At the end of the investigation, the panel will provide a copy of findings and recommendations to the complainant, proprietors, the Headteacher and the person complained about. We would normally aim to respond in full within 28 working days.

However, if the complaint is of a complicated nature or has many individuals or parties involved, it may take longer to resolve. In such a case, an explanation explaining the delay and possible target date for dealing with the complaint will be given to the complainant. The decision made by the panel is final.

8. If the complaint concerns the Headteacher, then parents should refer directly to the Chair of Trustees. In such cases, a meeting with the Headteacher will be held to discuss the complaint and all its history.

The outcome of that meeting will be given in writing to the complainant within 20 working days. If the complaint is of a complicated nature or has many individuals or parties involved, it may take longer to resolve. In such a case, an explanation explaining the delay and a possible timescale for dealing with the complaint will be given in writing to the complainant and the procedure explained above will be followed.

Unreasonably Persistent Complaints

Most complaints raised will be valid, and therefore will be treated seriously. However, a complaint may become unreasonable if the person:

- ☐ Has made the same complaint before, and it's already been through the school's complaints procedure
- ☐ Makes a complaint that is obsessive, persistent, harassing, prolific, defamatory, or repetitive
- ☐ Knowingly provides false information
- ☐ Insists on pursuing a complaint that is unfounded, or out of scope of the complaint's procedure
- ☐ Pursues a valid complaint, but in an unreasonable manner e.g., refuses to articulate the complaint, refused to cooperate with this complaint's procedure, or insists that the complaint is dealt with in ways that are incompatible with this procedure and the time frames it sets out
- ☐ Changes the basis of the complaint as the investigation goes on
- ☐ Makes a complaint designed to cause disruption, annoyance, or excessive demands on school time
- ☐ Seeks unrealistic outcomes, or a solution that lacks any serious purpose or value

Steps the school will take:

We will take every reasonable step to address the complainant's concerns and give them a clear statement of our position and their options. We will maintain our role as an objective arbiter throughout the process, including when we meet with individuals. We will follow our complaints procedure as normal (as outlined above) wherever possible.

If the complainant continues to contact the school in a disruptive way, we may put communications strategies in place such as:

- ☐ Give the complainant a single point of contact via an email address
- ☐ Limit the number of times the complainant can make contact, such as a fixed number per term
- ☐ Ask the complainant to engage a third party to act on their behalf, such as Citizens Advice

Seize to Responding

We may stop responding to the complainant when all of these factors are met:

- ☐ We believe we have taken all reasonable steps to help address their concerns

- ☐ We have provided a clear statement of our position and their options
- ☐ The complainant contacts us repeatedly, and we believe their intention is to cause disruption or inconvenience and are making substantially the same points each time

Where we stop responding, we will inform the individual that we intend to do so. We will also explain that we will still consider any new complaints they make. In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from our school site.

Duplicate Complaints

If we have resolved a complaint under this procedure and receive a duplicate complaint on the same subject from a partner, family member or other individual, we will assess whether there are aspects that we had not previously considered, or any new information we need to take into account.

If we are satisfied that there are no new aspects, we will:

- ☐ inform the new complainant that we have already investigated and responded to this issue, and the local process is complete
- ☐ direct them to the DfE if they are dissatisfied with our original handling of the complaint If there are new aspects, we will follow this procedure again

Unreasonable Complaints

Quwwatul Islam Girls' School is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

A complaint may be regarded as unreasonable when the person making the complaint:

- ☐ introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on, or raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales.
- ☐ makes unjustified complaints about staff who are trying to deal with the issues and seeks to have them replaced.
- ☐ uses threats to intimidate
- ☐ uses abusive, offensive, or discriminatory language or violence

- ☐ publishes unacceptable information on social media or other public forums.

Whenever possible, the headteacher or chair of trustees will discuss any concerns with the complainant informally before making a judgement that their complaint is unreasonable.

If the behaviour continues, the headteacher will write to the complainant explaining that their behaviour is unreasonable and asking them to change it. For complainants who excessively contact Quwwatul Islam Girls' School causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will usually be reviewed after six months.

In response to any serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately and the police informed. This may include banning an individual from Quwwatul Islam Girls' School.

Barring from the School Premises

Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Quwwatul Islam Girls' School will therefore act to ensure they remain a safe place for pupils, staff and other members of their community.

If a parent's behaviour is a cause for concern, Quwwatul Islam Girls' School can ask him/her to leave school premises. In serious cases, the headteacher will notify them in writing that their implied licence to be on school premises has been temporarily revoked subject to any representations that the parent may wish to make.

Anyone wishing to complain about being barred can do so, by letter or email, to the headteacher or chair of trustees. However, complaints about barring cannot be escalated to the Department for Education. Once the school's own complaints procedure has been completed, the only remaining avenue of appeal is through the Courts; independent legal advice must therefore be sought.

QUIGS Number of Recorded Complaints

Year	Number of Complaints
2020-2021	0
2021-2022	0
2022-2023	0

2023-2024	2
2024-2025	0
2025-2026	0

Appendix A: Compliment Note

Quwwatul Islam Girls' School Compliment Note

We like to know what we have done well so please let us know about anything that you think has gone well by using the compliment card below. We can use this feedback to make sure we keep doing well and to support our decision making in the future.

This can be printed out and handed in to the office or emailed back to us at: info@quwwatulislam.com

Jazakallah Khair!!

I just wanted to say

