

Azhar Academy's Complaints Policy

Aims

- To ensure that concerns are dealt with swiftly by the most appropriate person.
- To ensure that where parents or third parties are unhappy with the outcome of the complaint, this can be looked at again by someone else within the school.
- To ensure that complaints against the Headteacher are properly investigated by members of the Board of Trustees.
- To ensure that complainants have a clear explanation of the outcome of their complaint and know where they can go next if still unhappy with the decision.

Objectives

- To try to satisfy and resolve as many concerns as possible so that they do not become complaints.
- To learn from complaints and to modify practices where appropriate.
- Even if the complaint does not receive the answer he or she wishes as a result of following the complaints procedures, that he or she does feel that the complaint has been fully considered and understands the reasons why the school has made the decision it has.

Procedure

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 a member of staff responsible in the first instance. The school undertakes to respond initially on any such concern to person 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 subject 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 the various parties. You can request an appointment with the subject teacher, in order to try and resolve the complaint at this informal stage.
3. Formal complaint regarding the curriculum, a pupil's special educational needs, religious education, exclusions and admissions should be made to the Headteacher. All such complaints should be made in writing and addressed to the school.
4. If you feel that you would like to make this complaint to the Headteacher, you should contact the School Office to make an appointment. If relevant the Headteacher will also ask staff members who are involved for their comments. We will ensure that you are clear what action or monitoring of the situation, if

any, has been agreed. This will be confirmed in writing to you. Most complaints can be resolved by talking to the Headteacher.

5. If you feel that you wish to make a formal complaint to the Headteacher, you should contact the school to make an appointment and provide a written statement of your complaint outlining the details involved. The Headteacher will investigate your complaint and ask any relevant staff members for their written comments. You may be asked to attend another meeting in order to gain additional information. The school will reply to your complaints within 10 working days, however if this is not possible, we will write to you to explain the delay and give you a target date for a response.
6. To make a formal complaint to the Board of Trustees must be made in writing.

The three trustees of Azhar Academy are:

- Mr Ismail Gangat
- Mr Faisal Bobat
- Mr Ismail Amla

All the above can be contacted using the address and telephone details below:

Azhar Academy
235a Romford Road
London E7 9HL
Tel: 0208 555 5959 Fax: 0208 534 5960
Email: contact@azharacademy.org

If you are not still satisfied the school will arrange for your complaint to go before a panel hearing as part of the investigation. This will be made up of the three Board of Trustees members and Mr Yunis Dudhwala who is an independent member of the panel and not connected to the running of the school. Parents are welcomed to attend this hearing and can 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 on 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 14 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 as case an explanation explaining the delay and possible target date for dealing with the complaint will be giving to the complainant. The decision made by the panel is final.

7. If the complaint concerns the Headteacher than parents should refer directly to the 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 time scale for dealing with the complaint will be given in writing to the complainant and the procedure explained above will be followed.