Complaints Policy

Summary Of Complaints:

Total Complaint received in 2025/2026	**0**
Total Complaint received in 2024/2025	**0**
Total Complaint received in 2026/2027	**0**

1 Introduction

1.1 We believe that Madani Academy provides a good education for all our children, and that the Headteacher and other staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.

1.2 If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to talk to the child's class teacher immediately.

1.3 The school's policy is in line with DfE's requirements. If the school cannot resolve any complaint itself the issue is referred to the complaints panel, with an independent person involved.

1.4 All parents have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel that their complaint has not been properly addressed.

2 Aims and objectives

2.1 Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved. The procedures and timescales are included in Appendix 1.

3 The complaints process

3.1 If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, informally discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

3.2 Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with a member of the Senior Leadership team, then Headteacher. Management considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved by this stage. This should be resolved where possible **within three school days**.

3.3 Should a parent have a complaint about the Headteacher, s/he should first make an informal approach to one of the members of the governing body, who is obliged to investigate it. The governor in question will do all s/he can to resolve the issue through a dialogue with the

school, but if a parent is unhappy with the outcome, s/he can make a formal complaint, as outlined below.

3.4 Only if an informal complaint fails to resolve the matter should a formal complaint be made to the governing body. This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the Chair of Governors.

3.5 The governing body must consider all written complaints **within three weeks of receipt** (21 days). It arranges a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that s/he can explain her complaint in more detail. The school gives the complainant at least three days' notice of the meeting.

3.6 After hearing all the evidence, the governors consider their decision and inform the parent about it in writing. The governors do all they can at this stage to resolve the complaint to the parent's satisfaction.

3.7 If the complaint is not resolved, a parent may make representation to the complaints panel. A further meeting is chaired by an independent person (independent of the management and running of the school), who considers all the evidence and makes a further judgement in an attempt to resolve the complaint. The two other members of the panel should not have been involved in the complaint prior to it reaching this stage. Mr Mohammed Juned from Central Mosque has agreed to do this should we need his help.

3.8 If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.

3.9 The complainant may be accompanied by a friend or representative to any discussions / meetings.

3.10 The panel should detail their findings and any recommendation in writing. A copy of this should be given to the Board of Governors, Headteacher and where relevant the complainant.

3.11 All correspondence, statements and records of complaints are to be kept confidential. However the record of formal complaints (i.e the annual number of formal complaints) should be made available to parents, the Secretary of State and other interested partied should they require this.

4 Monitoring and review

4.1 The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher logs all complaints received by the school and records how they were resolved. Governors examine this log on an annual basis. An annual summary of all formal complaints must also be produced.

4.2 Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.

4.3 Governors will review this policy as required or at least every two years.

Signed:

Date: 2nd September 2026

SCHOOL PARENTAL COMPLAINTS PROCEDURE

Appendix 1

A parent complains directly to the school about a school related issue. Schools are advised to resolved complaints informally, but if this cannot be done the complainant should be advised to put their complaint in writing to the Headteacher.

STAGE 1
On receipt of a written complaint the Deputy Headteacher or Headteacher is advised to convene a meeting with parent(s) to try to resolved issues in-school. Where possible the complaint should be acknowledge **within two days** of receipt and resolved with ten days.

If the complaint is not resolved:

STAGE 2
The Headteacher is advised to refer parent(s) to the Chair of Governors care of the School. The Chair of Governors advised to send acknowledgement **within nine days** of receipt and resolved within **21 days**. Here the resolution should state whether the complaint is upheld fully, partially or not upheld.

If the complainant is not satisfied with the outcome from the Chair of Governors:

STAGE 3
Chair of Governors to arrange complaint panel hearing, chaired by a person independent to the school and two other people not involved in the complaint up to this point.

STAGE 4
Findings and recommendations by the panel should be sent to the Board of Governors, the Headteacher and where relevant the complainant.