



## CONCERNS AND COMPLAINTS POLICY

Reviewed September 2021

Next review September 2024

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### 1.0 INTRODUCTION

*In the Name of Allah, the Most Merciful, the Bestower of Mercy*

The Apex Concerns and Complaints policy is designed to deal with the concerns and complaints of parents **relating to their child** in the most effective manner and in the shortest time possible. Our complaints policy has been designed in line with the regulations of the Independent Schools Educational Standards (2014, England).

### 2.0 THE NATURE OF A CONCERN OR COMPLAINT

Parents can raise concerns about their child's education, well-being or behavior, with the class teacher such as:

- the progress of your child;
- Islamic personality development of your child;
- behavioral issues of your child or of other;
- school accident or incident involving your child and
- homework or support issues for your child.

All other general concerns should be raised with the School manager via school email. If parents are unsure about the nature of their concern and who to raise it with, please feel free to approach the School Manager for guidance.

The school aims to build positive and healthy working partnerships with parents and values support and constructive feedback. The running of the school is the responsibility of the Head teacher and the governing body and Parents are kindly asked not to interfere in matters confidential to the school, relating to the day to day running of the school or in the implementation of policies.

Parents are most welcome to forward ideas and suggestions for the further development of the School, for the consideration of the School and the Governing body.

It is reported that the Prophet (peace be upon him) said:  
Religion is sincerity (or sincere advice).  
[Sahih Muslim]

### 3.0 COMPLAINTS PROCEDURE – CODE OF CONDUCT

The school will respond to concerns and complaints

- In confidence on a need to know basis
- Sensitively
- With the aim to clarify and resolve matters amicably in the early stages
- By following the school procedure and policies

Parents are also under an obligation to follow the concerns and complaints procedure and maintain confidentiality of meetings with the School, for the process to be effective and avoid hindrance to the complaints process.

The school will not accept, in the process of following correct procedure:

- A complaint directly to the governors by bypassing the internal stages (informal and formal) and completing actions set;
- Allegations or opinions based upon heresy, which the complainant cannot validate;
- Breaking the code of confidentiality;
- Representing concerns or complaints of others or Petitioning;
- A second complaint whilst the first is in process;
- Threatening behavior towards any member of staff;
- Threats made to the school;
- Parents contacting staff outside of school hours to discuss pupil, staff or school related matters **at any time**, (including former members of staff).

The concern or complaint must be clearly defined and raised promptly with the School manager or the relevant member of staff, initially at the informal stage.

Failure to follow the correct procedure will be treated as a breach of the contract between the parents and the school and Apex Primary School reserves the right to terminate the contract.

### **1.1 STAGE 1: INFORMAL STAGE**

Parents can raise their concerns relating to their child directly with the class teacher during the weekly contact period allocated to teachers after school or immediately via the school office if the matter is urgent.

All other concerns can be raised with the School Manager (e.g. by telephone or via email using [contact@apexprimary.co.uk](mailto:contact@apexprimary.co.uk)). Parents should inform the School Manager about the matter of concern. Depending on the nature of the concern. The school manager will try her best to help or will arrange for the relevant person or the Head teacher to contact the Parent as appropriate.

We will endeavor to respond to all concerns promptly, as most concerns are resolved through the initial informal dialogue. There may be times where concerns may not be resolved immediately, however Parents can expect to receive a response within 2 days. If required, an appointment will be provided within 10 (school) days. Response times may be slightly longer for Arabic and Quran teachers.

All matters will be taken seriously and effort made to resolve them amicably and in the shortest time possible, inshaAllah. The concern or complaint may be recorded by the relevant member of staff. The Senior leadership team may be made aware and informed about meetings arranged with Parents. The Head teacher or Deputy Head may also attend the meeting.

### **1.2 STAGE 2: FORMAL STAGE**

If the matter is unresolved after discussions with the teacher then the parent(s) should formally write to the Head teacher of the school outlining the details of the complaint.

The matter will be raised with the Class teacher or/and relevant members of staff.

The parent(s) will be invited for a meeting with the class teacher or member of staff concerned within 10 (school) days of receiving the letter of complaint.

The meeting will then followed up with action points to resolve the complaint and targets agreed with all parties concerned. The school will keep a record of meetings and any action points agreed. The Head teacher will follow this up ten days after the targets have been agreed.

Parents will be given the option to attend a follow up meeting to see if the matter has been resolved or if other measures need to be taken.

### **1.3 STAGE 3: FINAL STAGE**

If parents are still unsatisfied with the response to their complaint, then the complaint will be heard by a panel of three who have not been directly involved in the matters detailed in the complaint. At least one person on the panel will be independent of the direct operations of the school e.g. a School Governor. The school proprietor will select the panel and may be part of it.

At this hearing parents are permitted to attend and bring their own representative or choose an independent representative.

The complaint will be investigated by the panel and an appropriate course of action undertaken to resolve the matter.

The decision and resolution of the panel will be final. A copy of the findings and recommendations will be provided for the complainant and where relevant, the person complained about and is available for inspection by the proprietor and Head teacher on school premises

Please note that the panel hearing will take place within 20 school days post the exhaustion of Stage 2.

Written records will be kept of all complaints, indicating whether they were resolved at stage 1, 2 or 3. All correspondence, statements and records of complaints will be kept confidential.

Apex would like to stress the importance of sincerity and complete adherence to Islamic ethos & manners from all parties involved when trying to solve any problem.

Allah ta'ala stresses the importance of *islah* in many verses of the noble Qur'an:  
**{The believers are but brothers, so make *islah*(settlement) between your brothers. And fear Allah that you may receive mercy.}** [49:10]

Apex cannot tolerate any harassment of their staff, parents or pupils and would like to remind everyone of the beautiful advice narrated from our beloved Prophet *sall-Allahu 'alaihiwasallam* who said: **"The believer does not insult, nor curse, nor use obscene talk or foul speech."** [Reported in At-Tirmidhi, *saheeh*]. The Prophet *sall-Allahu 'alaihiwasallam* also said: **"If any of you becomes angry, let him keep silent."** [Reported by Imam Ahmad, *saheeh*].

### **SUMMARY**

A summary of the procedure above is provided in the process diagram below.

# Concerns or Complaints Process

