COMPLAINTS POLICY

Date of Last Review	November 2025
Date of Next Review	November 2026
Review period	1 Year

Tayyibah Girls' -School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Raising concerns and Resolving Problems at Tayyibah Girls' School

"The believers are nothing else than brothers (in Islamic religion). So make reconciliation between your brothers, and fear Allah, that you may receive mercy."

At Tayyibah we are committed to working with parents to provide a motivating, safe and caring environment for our students. We recognize the value of taking parent's concerns seriously at the earliest phase hence reducing the number of formal complaints developing.

Staff are encouraged to be approachable and deal with concerns when informally approached, resolving any issues as soon as possible. Every effort will be made to address concerns aired by parents and we will endeavour to implement or adapt procedures to reduce the likelihood of a similar concern

We should avoid doing things on the spur of the moment and out of anger, as per the example shown by Prophet Muhammad (May the peace and blessings of Allah be upon him), when a man went to him and said "Counsel me". He said: "*Do not become angry*." The man repeated his request several times, and each time he said: "*Do not become angry*". *(Bukhari)*

The following describes procedures used by our school for dealing with general complaints.
Typically, there are four main stages involved in raising concerns or making a complaint.

The Formal Complaints Procedure

Stage One: Initial Approach

It is important that parents contact the school first with their concerns and make an appointment to talk to the Form Tutor or the subject teacher. Most problems can be sorted out in this way easily and informally. However, the staff member may feel it more appropriate to refer the complainant to a more senior or experienced member of staff who will try to resolve the concern informally.
During difficult times (i.e. Covid pandemic) phone call appointments should be made.

Every effort will be made to resolve the issue but if the complainant remains dissatisfied a **complaint form** will have to be filled in. Complainants are asked to co-operate with the school throughout the process, and respond to deadlines and communication promptly:

- Ask for assistance as needed
- Treat all those involved with respect
- Not publish details about the complaint on social media

In return, staff managing the complaint will endeavour to

- Keep the complainant up to date at each stage in the procedure
- Make sure the process runs smoothly by liaising with relevant personnel
- Be aware of issues relating to sharing third party information; additional support needed by complainants, for example interpretation support or where the complainant is a child or young person

Stage Two: Complaint Heard by Head teacher

If you are still unhappy, the next stage is to raise a formal complaint either by arranging an appointment to see the head teacher or by putting your concerns in writing via complaints@tayyibah.org.uk. The head teacher (or their nominated representative) will then investigate the concerns and respond within agreed timescales. An acknowledgement will be made of the concern/complaint within seven school days. The head teacher/or their nominated representative will respond to the issues raised within 21 school days of receiving the complaint. If it is not possible to meet these timescales, then the head teacher will contact the complainant to discuss reviewing these.

If the concern or complaint is against the head teacher, in the first instance the complainant will need to write in confidence to the Executive Head teacher at the school. The Executive Head teacher will seek to resolve the issue informally before, if necessary, moving to Stage 3.
If it is during the pandemic & movement of people is restricted, telephone appointments are recommended.

Stage Three: Appeal to Executive Head teacher

If you are still unhappy after raising the complaint at Stage 2, you would need to inform the Executive Head teacher in writing. You may be asked and have the right to meet with the Executive Head teacher and explain your case. The Executive Head teacher will listen to you and will inform you in writing of their decision.

Stage Four: Appeal to Governing Body

The complainant needs to write to the Governing Body giving details of the complaint, why you are unhappy with the Executive Head teacher's findings and ask that a complaints hearing be arranged with the GB.

The GB will meet between 11 and 21 school days from the receipt of your letter. You will have the right to be accompanied by one other person to meet the GB. An Independent observer will form part of the GB Panel that will consist of at least three people who have not been directly involved in the matters detailed when investigating your complaint. The GB findings will be final and you will be informed in writing about the GB's findings within 7 school days from the date of the hearing, Insha-Allah. The complainant, the Proprietors, Head teacher and the person complained about should all be given a copy of any findings and recommendations.

Timescales for dealing with your complaint

Ideally, complaints should be dealt with quickly, but if your complaint is complicated or requires detailed investigation, it may take a longer time to sort out. The school should let you know how a complaint is being addressed and when you can expect to hear from them.

Logging & Monitoring Complaints

The School has a system for logging and monitoring Termly all complaints to ensure they have been dealt with as per School Policy. The School will retain records of previous academic years complaints. Written records will be kept of all complaints, indicating whether they were resolved at the preliminary stage, or whether they proceeded to a panel hearing.

All written records, statements and correspondence relating to an individual complaint will be treated with complete confidentiality. However, the School is required to make these records available to the Secretary of State or a body conducting an inspection under section 109 of the Education Act 2008 if they request access to them.

Unreasonably persistent complaints

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

- Has made the same complaint before, and it's already been resolved by following the schools complaints procedure
- Makes a complaint that is obsessive, persistent, harassing, prolific, defamatory or repetitive
- Insists on pursuing a complaint that is unfounded, or out of scope of the complaints procedure, beyond all reason
- Pursues a valid complaint, but in an unreasonable manner e.g. refuses to articulate the complaint,
- refuses to co-operate with this complaints procedure, or insists that the complaint is dealt with in ways that are incompatible with this procedure and the time frames it sets out
- 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 we 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. We may:

- 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
- Put any other strategy in place as necessary

Stopping 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

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.

Tayyibah Girls School –Complaints Form

1. Personal Particulars

Name			
Address			
Telephone		**Date**	
Please Tick	☐ Parent ☐ Student ☐ Staff ☐ Member of the community		

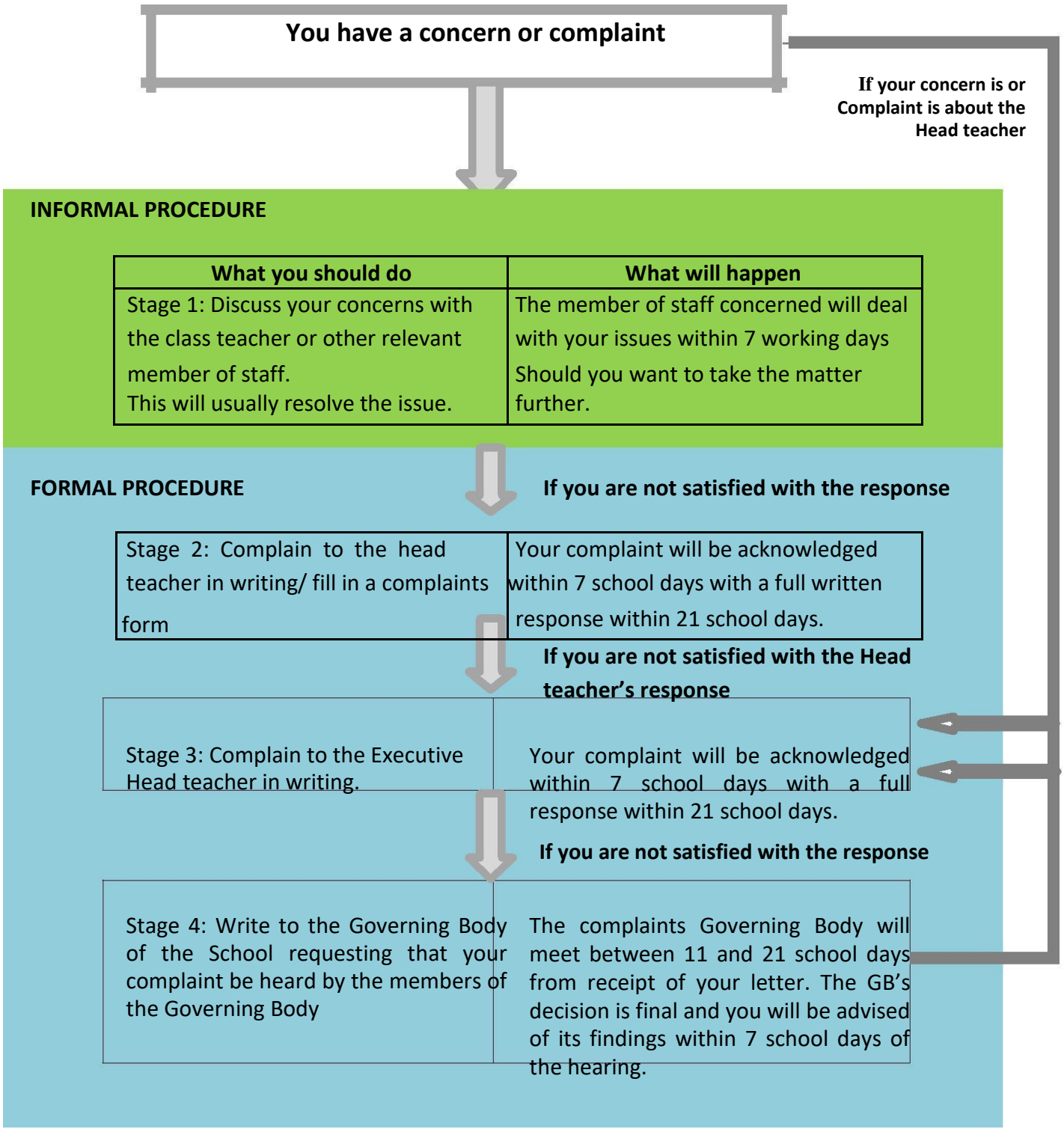
2. Complain/concern

Subject of complaint	

Please continue overleaf if necessary

Signature:		**Date:**	
Office Use			
Name of staff handling issue:			
Action and outcome:			

Appendix A


You have a concern or complaint
If your concern is or Complaint is about the Head teacher
INFORMAL PROCEDURE
What you should do
What will happen
Stage 1: Discuss your concerns with the class teacher or other relevant member of staff.
This will usually resolve the issue.
The member of staff concerned will deal with your issues within 7 working days
Should you want to take the matter further.
FORMAL PROCEDURE
If you are not satisfied with the response
Stage 2: Complain to the head teacher in writing/ fill in a complaints form
Your complaint will be acknowledged within 7 school days with a full written response within 21 school days.
If you are not satisfied with the Head teacher's response
Stage 3: Complain to the Executive Head teacher in writing.
Your complaint will be acknowledged within 7 school days with a full response within 21 school days.
If you are not satisfied with the response
Stage 4: Write to the Governing Body of the School requesting that your complaint be heard by the members of the Governing Body
The complaints Governing Body will meet between 11 and 21 school days from receipt of your letter. The GB's decision is final and you will be advised of its findings within 7 school days of the hearing.

Appendix B

Remit of the Complaints Appeal Panel

The panel can:

- Dismiss the complaint in whole or in part;
- Defend the complaint in whole or in part;
- Decide on the appropriate action to be taken to resolve the complaint;
- Recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not recur.

Notification of the Panel's Decision

The chair of the panel needs to ensure that the complainant and the head teacher are notified of the panel's decision in writing; this is usually within 7 days.

Record Keeping

1. The panel will make findings and recommendations available:
   - by email or otherwise to the complainant and if relevant, the person complained about
   - on the premises, for inspection by the proprietor and head teacher
2. Records of all complaints will be kept indicating whether they were resolved at the initial stages or proceed to panel hearing.
3. All correspondence, statements, and records of complaints will be kept confidential.
4. Information about number of complaints registered under the formal procedure during the previous academic year will be available to parents and others on request.

Points to consider for Governing Body sitting on a Complaints Appeals Panel:

a) It is important that the appeal hearing is independent and impartial in every approach. No GB member may sit on the Panel if they have had prior involvement in the complaint or the circumstances surrounding it. In deciding the make-up of the panel, the committee needs to ensure that it comprises a cross section of the categories of the members and is sensitive to issues of race, gender and religious affiliation etc.

b) The aim of the hearing, which should be held in private, will always be to resolve the complaint and achieve reconciliation between the school and the complainant. However, it has to be recognized that the complainant may not always be satisfied with the outcome. In such circumstances efforts should be made to ascertain the facts and make recommendations which will satisfy the complainant and assure them that their complaint has been taken seriously.

c) An effective panel will acknowledge that many complainants feel nervous and inhibited in a formal setting. Parents often feel emotional when discussing issues affecting their child. The Chair of the Panel will ensure that the proceedings are as welcoming as possible and the setting of the room appropriate and not unfavourable.

d) The members sitting on the panel need to be aware of the entire complaints procedure.

The Chair of the Panel must ensure:

a. No member of the panel has a vested interest in the outcome of the proceedings or any prior involvement in the matter
b. The remit of the Panel is explained to the parties and each party has the opportunity to put their case forward without any undue interruption.
c. Parents and others who may not be used to speaking at such a hearing are put at ease
d. All issues are addressed
e. Key findings of facts are made
f. The hearing is conducted in an informal, yet structured manner with each party treating the other with respect and courtesy
g. Each side is given the opportunity to state their case and ask questions
h. Written material is seen by all parties.
i. If a new issue arises all parties should be given the opportunity to consider and comment on it.
j. The Panel should be open-minded and act independently