NOBLE GUIDE ACADEMY

Character. Courage. Community

COMPLAINTS POLICY

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OUR VISION

To, In Shaa Allah, nurture great minds to achieve their best through transformative knowledge, skills and character.

OUR MISSION

We offer high quality teaching which enables students to enjoy their learning, whilst fostering creativity, courage & wisdom in line with Islamic ethos.

OUR CORE VALUES

- Character
- Courage
- Community

COMPLAINTS POLICY & PROCEDURES

INTRODUCTION

In the spirit of true partnership between home, school and the community, we encourage open communication and channels for students, parents and members of the public to express their views about our services. Although, we aim for high standards, we acknowledge that sometimes things may not go as planned and expectations are unmet.

Noble Guide Academy is dedicated to providing the best possible education and support for all its students. This means having a clear, fair, and efficient procedure for dealing with any complaints [from parents of registered students, members of the host community and the public] to or against the school, so that any issues that arise can be dealt with as swiftly and effectively as possible.

This policy is prepared in compliance with school best practices as outlined by the UK's Department of Education, and the steps that it outlines should be referred to and followed by all concerned parties whenever an issue arises that causes them concern. If it becomes necessary to alter the time limits and deadlines set out within this policy document, this will be communicated accordingly, and revised timescales provided.

All concerned parties will be made aware of this complaints procedures in order that they are familiar with our process of dealing with complaints.

OBJECTIVE

- Our primary goal is to ensure that all complaints are investigated fairly at the earliest opportunity, and resolved in a manner that respects all parties concerned.

WHAT IS A COMPLAINT?

A complaint is any expression of dissatisfaction or disquiet which may be about an action taken or a lack of action (*DfE, UK, 2019*), and which threatens the security and welfare of the school and its routines.

A concern may be defined as '*an expression of worry or doubt over an issue considered to be important for which reassurances are sought*'. (*DfE, UK, 2019*)

All queries from parents of registered students shall be treated as complaints.

WHO CAN COMPLAIN?

Complaints shall be received from registered students and their parents, members of staff, contractors/artisans, visitors to the school, and members of the host community about any facilities or services that we provide.

PROCEDURE FOR COMPLAINTS

Anyone with a concern is encouraged to discuss the matter with the person involved as soon as possible to prevent issues escalating.

All matters should be treated informally when they first arise if it is appropriate to do so. In the event that a concern is not fully resolved, a formal complaint may be made by the individual(s) concerned.

Complaints from Students

All complaints from students must be raised first with respective form teachers. In the event that the complaint is not satisfactorily resolved with the teacher, the issue may be passed to the Head of the student's section for resolution. If a student is dissatisfied with the conclusions reached at this stage, he/she may request that an appeal is forwarded to the Head of Academics/Assistant Head Teacher.

If, having spoken to the Head of Academics/Assistant Head Teacher, the student is dissatisfied with the outcome of the complaint or the complaint is about the Head of Academics/Assistant Head Teacher, he/she may lodge the complaint with the Principal/Head of School.

Where the Principal/Head of School considers a resolution is reasonable and effective, the complainant and the Head of Academics/Assistant Head Teacher should be informed by the Principal that no further action is intended.

Complaints from Academic Staff

All complaints from Academic staff members must be lodged first with their Heads of Faculties/Curriculum Coordinators. If the staff is not satisfied with the way the matter is handled, the matter may be passed to the Head of Academics/Assistant Head Teacher.

If the staff is still not satisfied, the matter can be referred to the Principal/Head of School who is mandated to resolve the matter within the stipulated timeframe for complaints. In cases where a matter is not satisfactorily resolved by the Principal/Head of School, the complaint can be tabled before the Directors who may forward it to the School Board if a reasonable resolution is not reached to the satisfaction of both parties.

Complaints from Administrative Staff

All complaints from Administrative staff members should be raised with the Principal/Head of School for immediate discussion. In the event that the staff is dissatisfied with the decision reached by the Principal/Head of School, the complaint can be tabled before the Directors who may forward it to the School Board if a reasonable resolution is not reached to the satisfaction of the concerned parties.

Complaints from Parents

Academic Issues: Parents of registered students with any complaint about their child's academic progress or learning should first register it with their child's teacher; then any member of the Management; then the Principal/Head of School.

If, having discussed the matter with the Principal/Head of School, the parent is dissatisfied with the outcome of the complaint, he/she may lodge the complaint with the Directors; then the Board, should it become required to do so.

Non-academic Issues: If a parent has a complaint that is non-academic in nature and cannot be discussed with their child's teacher, the issue should be registered with any member of Management; then the Principal/Head of School.

If, having discussed the matter with the Principal/Head of School, the parent is dissatisfied with the outcome of the complaint, he/she may lodge the complaint with the Directors; then the Board, should it become required to do so.

Complaints from the host community

Members of the host community should lodge any complaints against the school to any Management staff; then the Principal/Head of School. In the event that a satisfactory outcome is not reached, the complaint can be tabled before the Directors; then the Board if it becomes necessary to do so.

Complaints from contractors/artisans

Contractors who have any complaints against the school should register such complaints with the Management staff; then the Principal/Head of School.

The issue may be tabled before the Directors if no satisfactory resolution is reached; then the Board if the matter so escalates.

Artisans who are contracted by the school and wish to lodge any complaints against the school should first register such complaints with the Facility Manager; then a member of Management; then Principal/Head of School.

In the event that a satisfactory outcome is not reached, the complaint can be tabled before the Directors; then the Board if it becomes necessary to do so.

Complaints from visitors

Visitors to the school who may have any complaints against the school should first register such complaints with the school's Secretary; then any Management Staff; then the Principal/Head of

School**.** In the event that a satisfactory outcome is not reached, the complaint can be tabled before the Directors; then the Board if it becomes necessary to do so.

Time scales

Complaints need to be considered and resolved as quickly and efficiently as possible. All complaints tabled must be resolved **within 5 working days**.

Responding to complaints

All complaints should be acknowledged by the receiving authority in writing or any other means of communication convenient to both parties. The officer should outline the procedure and set a target date for providing response to the complaint. The set target date should consider the overall timeframe stipulated for complaints resolutions.

Recording Complaints

To prevent any later challenge or disagreement over what was agreed upon, all complaints must be properly documented. Teachers, Heads of Section, Heads of Faculties and Curriculum Coordinators must take notes of all complaints from students and staff in their logbooks. Complaints from parents and other parties must be recorded in a book template kept in the custody of the Principal/Head of School.

All records must be kept securely by officers.

How can a complaint be raised

A complaint may be made:

- in person, by telephone, mail, Whatsapp, or in writing [the suggestion box may be used].
- by a third party acting on behalf of the complainant

Bias in the Proceedings

Complainants are entitled to a fair meeting or review. Persons who have a conflict of interest should not take part in the complaints process.

Complaints against the Principal/Head of School

Where there is a complaint against the Principal/Head of School, such a complaint should be registered with the Directors; then the Board.

A copy of the complaint should be given to the Principal/Head of School for a written response. The Board will consider the written response and after considering all information, make a decision. The Board will acknowledge the complaint and inform the complainant in writing of any actions taken in resolution.

Appeal

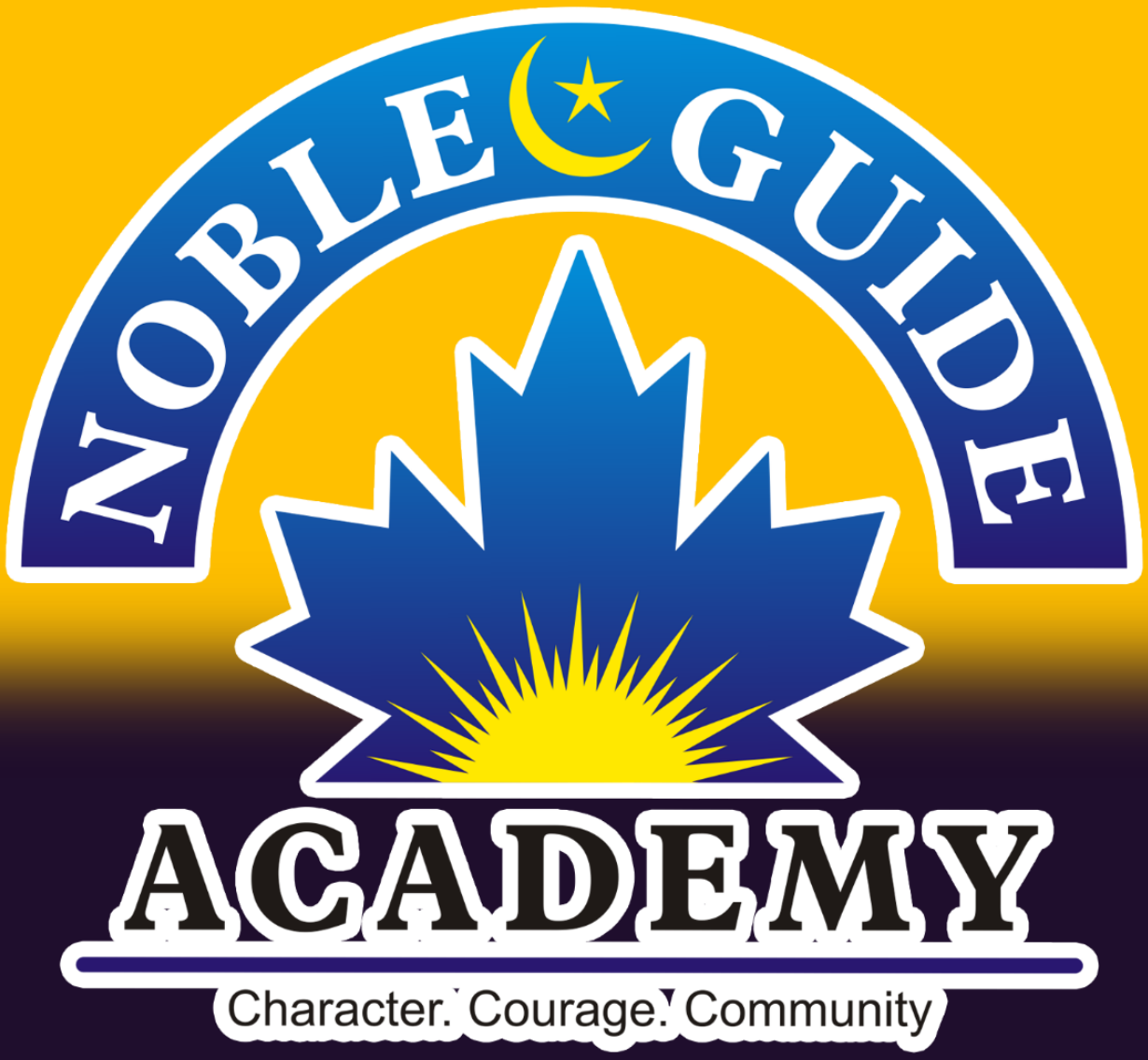
Complaints that have been attended to by a specified authority may be forwarded to a superior authority if a reasonable conclusion is not reached at any stage in the resolution process.

Once a matter reaches the Board, any decision reached is final and can no longer be appealed; thus all efforts must be made to ensure all complaints are reasonably resolved.

Scope of this Complaints Policy

This procedure covers all complaints about any provision of community facilities or services by Noble Guide Academy and does not apply to complaints about:

- Family disputes
- National curriculum content
- Services provided by other providers who may use the school's premises or facilities
- Out-of-school disputes between parents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