



ABU BAKR AL-IHSAAN ACADEMY

Complaints Policy 2025

Responsible
Rumela Begum
Approved By
Mohammed Luqman (Proprietor)

Reviewed: September 2025	Next Review: September 2026 (or sooner if required)
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‘Verily, Allah enjoins Al-Adl (i.e. justice and worshipping none but Allah Alone - Islamic Monotheism) and Al-Ihsan [i.e. to be patient in performing your duties to Allah, totally for Allah's sake and in accordance with the Sunnah and giving to kith and kin and forbids Al-Fahsha' and Al-Munkar and Al-Baghy (i.e. all kinds of oppression), He admonishes you, that you may take heed.’

Surah Nahl: 90

Aims

The aims of the school’s procedure are to resolve legitimate concerns or complaints in a timely and transparent way so that the outcome is, at least, understood, and, where applicable, to help inform school improvement.

This complaints procedure is available to all parents. All complaints must be made through the head teacher, which also includes complaints made against the Governing Body. The investigation will be conducted according to Islamic principles and legal requirements reflecting fairness. The head teacher will follow up any remedial action where applicable.

Responding to Repeated, Unreasonable, or Coordinated Complaints

In some cases, a complainant may be deemed unreasonably persistent. This can include directly or indirectly encouraging others—whether individuals or organisations—to submit the same or similar complaints. In such situations, the complainant may be informed that their complaint is considered unreasonable and will not be investigated further.

If the school becomes the target of a coordinated complaint campaign, receiving a high volume of complaints on the same issue from individuals not directly connected to the school, we may choose to respond in one of the following ways:

- Issuing a standard response to all complainants
- Publishing a single response on the school’s website
- Taking no further action

There may also be occasions when a complaint is deemed vexatious. For example, this could include repeated complaints on the same matter after the school’s complaints procedure has been fully completed.

Once all stages of the school's complaints process have been exhausted, the complaint will not be reopened.

Distinguishing Between a Concern and a Complaint

A **concern** is typically defined as *an expression of worry or doubt about an issue that is considered important, where reassurance is being sought*.

A **complaint**, on the other hand, is defined as *an expression of dissatisfaction, however communicated, about actions taken or a failure to act*.

It is in everyone's best interest to resolve concerns and complaints as early as possible. Many issues can be addressed informally, without needing to engage the formal stages of the complaints process. The school takes all concerns seriously and will make every effort to resolve matters promptly and effectively.

If you find it difficult to raise a concern with a particular member of staff, your views will be respected. In such cases, the administrative team will refer you to another appropriate staff member. Similarly, if a member of staff feels unable to address the concern directly, the admin team will reassign the matter to another staff member. This person may or may not be more senior; what matters most is their ability to consider the concern impartially and objectively.

We recognise, however, that there may be occasions when parents or carers feel it is necessary to raise their concerns formally. In these cases, **Abu Bakr Al-Ihsaan Academy** will seek to resolve the matter internally, following the stages set out in our formal complaints' procedure.

How to Raise a Concern or Make a Complaint

Concerns or complaints can be made in person, in writing, or by telephone.

Raising a Concern

Concerns should initially be directed to one of the following, depending on the nature of the issue:

- **DSL- Mrs Patel**
- **SENCo** (for parents of children with special educational needs, regarding the school's support)- Mrs Patel
- **A member of the Senior Leadership Team- Mrs Patel/ Mrs Riaz**

If your concern cannot be resolved informally, you may proceed to make a formal complaint.

Making a Formal Complaint

In the event of any complaint, the parents must go through the following stages:

STAGE ONE: Informal Resolution

Initial contact

Parents are encouraged to raise concerns informally with the relevant staff member (e.g. class teacher, form teacher) at the earliest opportunity.

Response time

The member of staff will acknowledge the concern within 5 school days and aim to resolve the issue within 10 school days.

Outcome

If resolved, the matter is considered closed. If not, the complaint may proceed to stage 2.

STAGE TWO: Formal Complaint

Submission

If the concern remains unresolved, parents may submit a formal written complaint to the Head Teacher.

Acknowledgement

The Head Teacher will acknowledge receipt of the complaint within 5 school days

Investigation

The Head Teacher will investigate the complaint, gather relevant information and speak with involved parties.

Response

A written response will be provided parent within 15 school days outlining the findings and any actions taken.

STAGE THREE: Panel Hearing

Request

If the parent is dissatisfied with the stage 2 response, they may request a hearing before a complaints panel

Panel composition

The panel will consist of at least three members who were not directly involved in the matters detailed in the complaint. One panel member will be completely independent of the governance, management, and daily operations of the school.

Hearing

The parent may attend the hearing and may be accompanied by one other person if they wish

Outcome

The panel will decide on the findings and recommendations. These will be sent to the complainant in writing within 10 school days of the hearing.

The panel's decision is final and marks the end of the schools' complaints procedure. There are no further internal avenues of appeal.

Timeline Summary

Stage	Action	Response Time
Stage 1	Staff acknowledges concern	Within 5 school days
Stage 1	Resolution attempted	Within 10 school days
Stage 2	Head Teacher acknowledges complaint	Within 5 school days
Stage 2	Written response from the Head Teacher	Within 15 school days
Stage 3	Panel hearing held	As soon as practicable
Stage 3	Written findings issued	Within 10 school days of the hearing

Complaints received outside of term time

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

Record keeping

A written record will be kept of the complaints, including:

- The date the complaint was received
- Details of the complaint
- Steps taken to investigate
- Outcome at each stage
- Whether the complaint was resolved at stage 1. 2 or 3
- Any action by the school as a result (regardless of whether the complaint was upheld or not)

Confidentiality

All correspondence, statements and records relating to individual complaints will be kept confidential, except where the secretary of state or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests to access them.

Review and monitoring

Annual report

The number of complaints registered under the formal procedure during the preceding school year will be included in the schools' annual report.

Policy review

This policy will be reviewed annually to ensure its effectiveness and compliance with applicable regulations.

Number of complaints received: 0

Complaints Form

Your name:

Pupils name (if relevant):

Your relationship to the pupil (if relevant):

Address:

Postcode:

Daytime telephone number:

Evening telephone number:

Email address:

Please give details of your complaint, including whether you have spoken to anybody at the school about it.

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By whom:

Complaint referred to:

Action taken:

Date: