

COMMENTS AND COMPLAINTS

Purpose:

- To ensure that a high quality education is provided at all times
- Welcome suggestions and to encourage continuous improvements in the service we provide.

General

- All complaints shall be taken seriously
- All complaints shall be regarded as constructive
- All complaints shall be handled in confidence

Responsibility

- Manager/Supervisor – To listen to the concern of the parent
- Governing Body – To listen to formal complaints from parents

Procedure

Informal resolution of complaints

STAGE 1 (5 days)

- Any parent who wishes to discuss any aspects of the school should do so in the first instance with the head teacher.
- The Head teacher shall listen to the concerns of the parent and try to resolve the issue informally (a record shall be kept)

STAGE 2 (10 days)

- If the parent is still concerned with any aspect or the situation arises again then the complaint will be forwarded to the panel hearing.
- A meeting shall be arranged with the parents and the head teacher. (7-10 days) Both Parents and the Head teacher may have a friend (mehram purpose only) present if required.
- A written record of the meeting shall be kept and action agreed (AFPS 12).
- If the complaint is still unresolved then formal proceeding shall be started.

STAGE 3 (10 days)

Formal Resolution of complaints

- The parents shall contact the chairman of the governing body with the same problem in writing.
- A panel comprising two members of governing body and one independent who are not directly involved will hear representation from both sides.
- The complainant may wish to have a friend (mehram purpose only) present if required.
- The panel shall take a final decision and inform all parties in writing. The decision of the governing body shall be final and binding on all parties.
- Though if any party involved in the complaint may seek advice of the regulatory body i.e.

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Compliments

- Parents shall be encouraged to write their compliments in the compliments book or in writing to the manager/supervisor or the chair of the governing body.

Documentation

- Complaints letters AFPS 12
- Minutes of informal meeting
- Final decision of the Governing Body