



## **Complaints Policy**

### **Introduction**

At Al Madinah Online Secondary School, we are committed to providing a high-quality education and a positive experience for all students and their families. However, we understand that there may be times when a parent, student, or staff member may feel that there is a concern or issue that needs to be addressed. This policy sets out the process for handling complaints in a fair, transparent, and effective manner.

### **Aims of the Policy**

- To provide a clear and fair process for handling complaints.
- To ensure all complaints are taken seriously and resolved in a timely and professional manner.
- To ensure that complaints are handled in a way that maintains the dignity and respect of all individuals involved.
- To ensure that feedback is used to improve the school's policies, practices, and services.

### **Scope of the Policy**

This policy applies to:

- Complaints from parents or guardians about any aspect of the school's services, policies, or practices.
- Complaints from students regarding their education or experience at the school.
- Complaints from staff members regarding work-related issues.

This policy does not cover:

- Complaints that are already being dealt with through other formal procedures (e.g., disciplinary or grievance procedures).
- Complaints relating to the curriculum content that falls under specific curriculum policies or educational requirements.

### **Complaints Procedure**

The complaints process is designed to be simple and clear, providing all parties involved with the opportunity to address and resolve the issue at hand.

#### **Stage 1: Informal Resolution**

- Most concerns can be resolved informally through discussion with the relevant staff member (e.g., class teacher, subject leader, or school administrator).
- If you have a concern, we encourage you to first contact the person directly involved (such as a teacher or school staff member). A phone call or email can often resolve the issue.

- If the concern is not resolved, you may escalate it to the relevant department head or school leader for further discussion.

### **Stage 2: Formal Complaint**

If the issue cannot be resolved informally, you can file a formal complaint. The complaint should be submitted in writing via email or letter, addressed to the school's designated Complaints Officer (or a senior member of staff). The complaint should include:

- A clear description of the issue or concern.
- The steps already taken to resolve the issue (if applicable).
- The outcome you are seeking.

The school will acknowledge receipt of the complaint within **3 working days** and will aim to resolve it within **10 working days**. If further investigation is required, the school will keep you informed of the progress and provide a timeline for resolution.

### **Stage 3: Investigation and Response**

- The Complaints Officer or senior staff member will investigate the complaint and gather relevant information from all parties involved.
- The investigation will be conducted fairly, and all parties will be given the opportunity to share their perspectives.
- After the investigation, the school will issue a written response to the complainant, detailing the findings and any actions that will be taken.
- If the complaint is upheld, the school will take appropriate action to address the issue, which may include changes to policies, procedures, or practices.

### **Stage 4: Appeal**

If the complainant is dissatisfied with the outcome of the formal complaint process, they may request a review of the decision by the Head of School. The request for an appeal should be submitted in writing within **5 working days** of receiving the outcome of the formal complaint.

The Head of School will review the complaint, the investigation, and the actions taken, and will provide a final written response. This response will be the school's final decision on the matter.

### **Confidentiality**

All complaints will be handled confidentially. Only individuals directly involved in the investigation and resolution of the complaint will have access to information about it. Any written records of the complaint will be securely stored, and only authorized personnel will have access to them.

### **Timescales**

The school aims to address and resolve complaints in a timely manner. The general timescales for the process are:

- Acknowledgment of complaint: Within 3 working days.
- Resolution of complaint: Within 10 working days.
- Appeal decision: Within 10 working days of the appeal request.

If the process is expected to take longer, the complainant will be informed of the delay and provided with an updated timeline.

### **Support for Complainants**

- The complainant may bring a supporter (such as a family member, friend, or advocate) to any meetings or discussions related to the complaint.
- Supporters are there to assist with communication and to provide emotional support, but they are not permitted to speak on behalf of the complainant unless agreed upon.

### **Recording Complaints**

All complaints will be recorded in a secure log, including:

- The nature of the complaint.
- The actions taken at each stage.
- The outcome or resolution.
- Any follow-up actions or improvements made as a result of the complaint.

This log will be reviewed periodically by the school leadership to identify trends or areas for improvement.

### **Learning from Complaints**

Complaints are an important opportunity for the school to learn and improve. The school will:

- Use the feedback from complaints to make improvements to services, policies, or practices.
- Share lessons learned with staff to prevent similar issues in the future.
- Review and revise policies and practices where necessary based on feedback from complaints.

### **Conclusion**

Al Madinah Online Secondary School values feedback and is committed to addressing complaints promptly and fairly. We aim to resolve any concerns to the satisfaction of all parties involved, and to continuously improve our practices to provide the best possible educational experience for all students.