

Complaints Policy



Approved by	Trustees	27/06/2021
Last reviewed:	June 2021	
Next review:	September 2022	

Essex Jamme Masjid Trust (hereby referred to as EJM) is committed to providing a safe, stimulating, consistent, and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put right and learn from our mistakes. This policy constitutes the setting's formal Complaints Procedure. It will be displayed on the premises at all times. Under normal circumstances, the Headteacher will be responsible for managing complaints. If a complaint is made against the Headteacher, the Trustees will conduct the investigation. All complaints made to staff will be recorded in detail on an Incident Form (*see Appendix A*).

Stage One

If a parent/carer has a complaint about some aspect of the Setting's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or the Headteacher. The Setting is committed to be open and regular in dialogue with parents/carers and the Setting welcomes all comments on its services. In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Headteacher should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to EJM. If the Manager has good reason to believe that the situation has child protection implications, they will contact the Local Safeguarding Children Board, according to the procedure set out in the Child Protection policy. If any party involved in the complaint has a good reason to believe that a criminal offence has been committed, then they will contact the police. The Setting will acknowledge receipt of the complaint as soon as possible – within seven working days – and fully investigate the matter within 21 working days. If there is any delay, the Setting will advise the parent/carer of this and offer an explanation.

The Headteacher will be responsible for sending them a full and formal response to the complaint. The formal response to the complaint in writing from EJM will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to EJM's policies or procedures emerging from the investigation.

The Headteacher will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaints and response to it. The Headteacher will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

Stage Three

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the Trustees will adjudicate between the parents/carers and the Headteacher. The Trustees will communicate a detailed response, including any actions to be taken, to both the Headteacher and the parents/carers concerned within 21 working days.

Procedure:

Stage One

Informal discussion with relevant teacher or Headteacher

Stage Two

Formal written complaint made to Headteacher

Where a complaint is made against the Headteacher, it may be made to the Trustees

Stage Three

Formal written complaint made to Trustees

Appendix A

Incident Form Stage 1

Student Name:	
Parent/Guardian Name:	
Date of incident:	
Detail of incident:	
Response:	
Date response auctioned:	
Date incident closed:	

Signed by Headteacher: Date:/...../.....

Print name:

Signed by Parent: Date:/...../.....

Print name: