

Reference to the Headteacher includes the Executive Head.

AIMS

- To ensure that concerns are dealt with swiftly by the most appropriate person.
- To ensure that complainants have a clear explanation of the outcome of their complaint and know what they can do next if they are still unsatisfied with the decision.

OBJECTIVES

- To try to satisfy and resolve as many concerns as possible, so that they do not become complaints.
- To learn from complaints and to modify practices where appropriate.
- Even if the complainant does not receive the answer he or she wishes as a result of following the complaints procedures, that he or she does feel that the complaint has been fully considered and understands the reasons why the school has made the decision that it has.
- To put the interest of the child above all else.
- To ensure all complaints are treated seriously and confidentially. The school is here for the child and we ensure that the child will not be penalized for a complaint that a parent or child raise in good faith.

PROCEDURE

The arrangements for dealing with complaints about the school curriculum are quite tightly defined and it may well be best for us to consider them informally first (following these procedures) before you may decide to request a formal complaint.

Please note that any complaint received within one month of the end of term or half term is likely to take longer to resolve owing to school holidays and the unavailability of personnel. Reference to 'school days' means week days during the school term.

1. Informal resolution

If a parent has a concern about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class Teacher/Keyperson. In our experience most matters of concern can be resolved positively and quickly in this way. Our teachers ensure that each child is happy at school, and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress.

Staff are encouraged to resolve issues immediately or offer to refer the matter to the Headteacher. Staff must log all complaints received, verbal or written.

The Head is the member of staff with responsibility for the operation and management of the school complaints procedures and should be informed of any initial discussion that takes place with parents.

All formal complaints will be recorded so as to state the name of the complainant, the date received, the date resolved and the actions taken.

The school undertakes to respond initially on any such concern to the person who raised the matter within 5 working days.

If the matter is not resolved within 10 school days, the complaint will be escalated to stage 2 of the procedure;

2. Formal resolution:

Formal complaints regarding the curriculum, a pupil's special educational needs, religious education, exclusions and admissions should be made directly to the Headteacher. All such complaints should be made in writing, outlining the details and addressed to the school, requesting the School Office to make an appointment for the complainant to see the Headteacher.

The Headteacher will also ask staff members who are involved for their comments, either verbal or written. We will ensure that the complainant is clear on what action or monitoring of the situation, if any, has been agreed. This will be confirmed in writing to the complainant. Most complaints can be resolved by talking to the Headteacher. The Headteacher will respond to a complaint within 5 days of receiving it. However, the Headteacher may have to make further investigations. Once the Headteacher has established the facts of the case, a decision will be reached within 15 working days of receiving the complaint. If parents remain unsatisfied, the complaint will escalate to stage 3;

3. Panel hearing:

Parents have one month from the conclusion of stage 2 to invoke this stage. They will be referred to the Director of Education, Mr Yahya Nadat (235a Romford Road, Forest Gate E7 9HL), who will then refer the issue to the complaints panel. The panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the School. Mr Adil Musa, is an independent member of the panel and not connected to the running of the school.

The parent will be allowed to attend and be accompanied to the hearing if they wish. If possible, the panel will resolve the complaint immediately, but where further investigation is needed the panel will determine how this will be carried out, consider the evidence and make a decision within 15 school days of the hearing. The decision of the panel will be final.

Record Keeping

Following resolution of a complaint, the school will keep a written record of all complaints, whether they are resolved at the informal stage, the formal stage or proceed to a hearing and any action taken by the school as a result of the complaint (regardless of whether the complaint is upheld). At the school's discretion, additional records may be kept which may contain the following information:

- Date when the issue was raised
- Name of parent
- Name of complainant
- Name of pupil

- Description of the issue
- Records of all the investigations (if appropriate)
- Witness statements (if appropriate)
- Name of member (s) of staff handling the issue at each stage

We will keep a record of EYFS complaints for three years.

The record of any complaints within the Primary School will be stored for a minimum of 6 years.

Parents or complainants may complain directly to Ofsted or to ISI if they believe the provider is not meeting the regulatory requirements.

Schools must make available details of how to contact Ofsted and/ or ISI:

- Ofsted may be contacted on 0300 123 1231 or by email: enquiries@ofsted.gov.uk, address: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD
- ISI (Independent Schools Inspectorate) may be contacted on 020 7600 0100 or by email: concerns@isi.net, address: Independent Schools Inspectorate, CAP House, 9-12 Long Lane, London EC1A 9HA.

Record of complaints at AAPS in previous academic years

There were no formal complaints made in the academic year 2014-2015.
There were no formal complaints made in the academic year 2015-2016.
There were no formal complaints made in the academic year 2016-2017.
There were no formal complaints made in the academic year 2017-2018.
There were no formal complaints made in the academic year 2018-2019.
There were no formal complaints made in the academic year 2020-2021.
There were no formal complaints made in the academic year 2021-22.

Policy reviewed by school: September 2022

Next review date: September 2023