



# Complaints Policy

<b>Owner</b>	London Islamic School	<b>Author</b>	Arif Abdurrahmaan
<b>Revised On</b>	September 2016	<b>Ratified By</b>	Board of Education
<b>Ratified On</b>	September 2016	<b>Next review date</b>	August 2019
<b>SMT Member Responsible</b>	Abdulhadi Mamon (Headteacher)		

## Policy Statement

إِنَّمَا الْمُؤْمِنُونَ إِخْوَةٌ فَأَصْلِحُوا بَيْنَ أَخَوَيْكُمْ وَاتَّقُوا اللَّهَ لَعَلَّكُمْ تُرْحَمُونَ

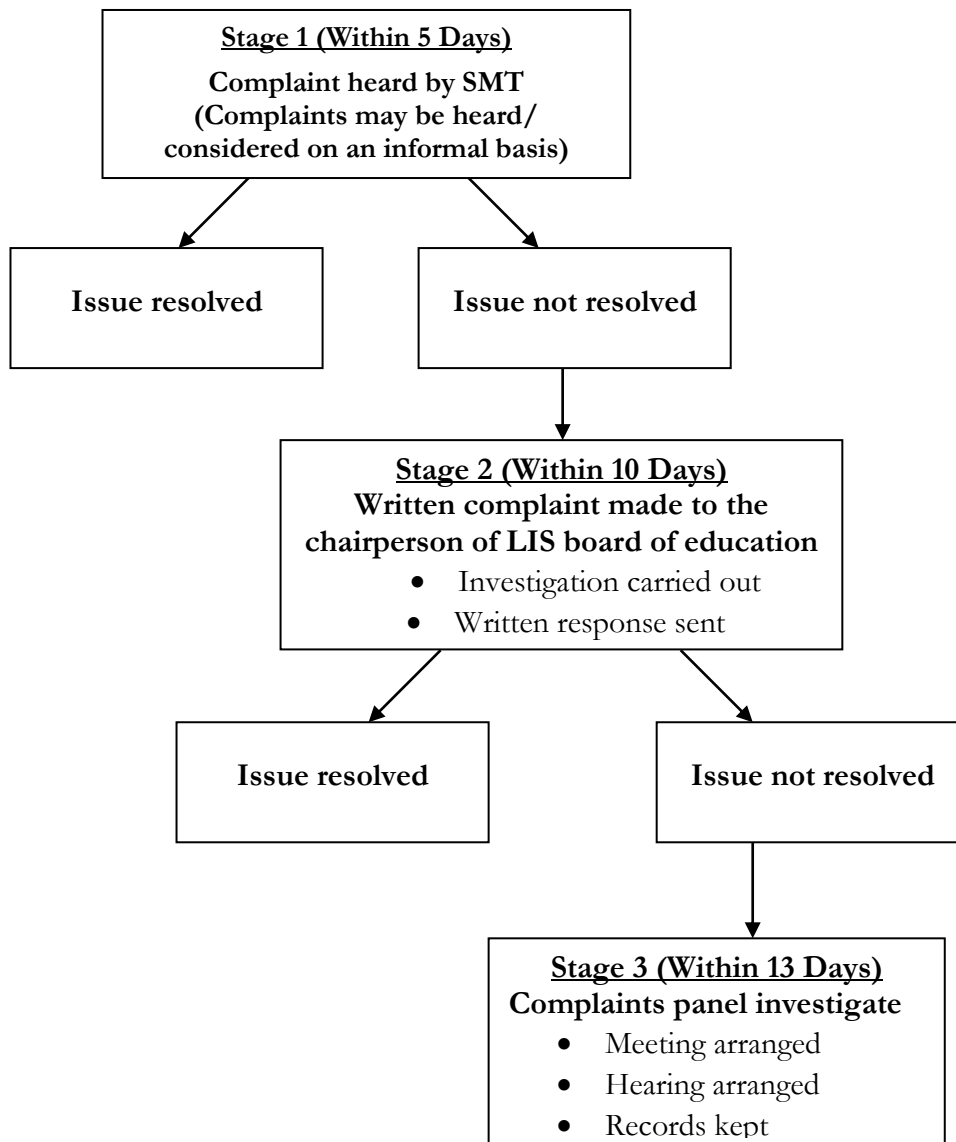
*“All believers are but brothers, therefore seek reconciliation between your two brothers, and fear Allah, so that you may be blessed with mercy.” (Quran, 49: 10)*

[Where possible, reconciliation is always the best outcome]

London Islamic School is committed to listening to the views of everyone and resolving any concerns in the best way possible.

## **Procedure:**

This complaints procedure at LIS is a three-staged process: The complaints will be resolved within a 28 day period from the date of the first initial complaint made at stage 1.



### **Stage 1 – Informal Stage**

Complainant should make an appointment with the SMT (Senior Management Team) and make an informal complaint. Complainant will be notified of the SMT's decision within a 5 day period via phone. If not satisfied with the response of the SMT (Senior Management Team) the complainant should make a formal written complaint.

### **Stage 2 – Formal Written Stage**

Complainant should hand in/send a written complaint outlining the grievance to the chairperson of LIS board of education, for the attention of the London Islamic School board of education at:

London Islamic School  
18-22 Damien St  
London E1 2HX

Consequently a letter is sent to the complainant by the Chairperson of the LIS B.O.E to confirm his/her decision at stage 2 between day 5 and day 15 that begins from the date the letter was sent from the complainant.

### **Stage 3 – Panel Stage**

- If the complainant is not satisfied with the decision in stage 2, they may request a panel hearing via writing to investigate and adjudicate the complaint. The London Islamic School Board of Education will appoint a three-member panel. The panel will consist of two persons from the London Islamic School Board of Education and an independent third person, independent of the management and the running of the school.
- The complainant will be given a notice of 5 working days to attend any hearing that he/she may be required to attend. Another person may accompany the complainant to the hearing. Parents and guardians will be allowed to attend any panel hearing.
- A copy of the findings and recommendations made by a panel will be given to the complainant, the London Islamic School Board of Education and the SMT (Senior Management Team), and where relevant the person complained about and other individuals involved.
- Written records will be kept of all complaints and their outcomes, whether they were resolved at the informal stage, or a complaint was submitted in writing or whether it proceeded to a panel hearing. All records will be kept strictly confidential and available for inspection on the school premises by the proprietor and the Headteacher.
- Where there is a panel hearing, an independent (of management and committee) person may be invited to oversee the hearing.
- All correspondence, statements and records of complaints will be kept confidential. However, they may be shown to the relevant authorities upon request.
- The student(s) in question may attend any meeting with a guardian with prior notice.
- Stage 3 shall be completed between day 15 and day 28, which begins from the date the complainant, requests a panel hearing via writing.

# Complaints Form

Please complete and return to the school office.

**Name of Parents/Guardians:**

**Name of Pupil:**

**Address:**

**Tel:**

**Mobile:**

1. Please give details of your complaints (continue on additional paper if necessary):

2. What Actions (if any), have you already taken to try and resolve your complaint (who did you speak to and what was the response?):

**Signature:**.....

**Date:** .....

**Checked and authorised by (For Office use):**

**Name:**..... **Signature:**..... **Date:**.....