



# Complaints Policy

<b>Owner</b>	London Islamic School	<b>Author</b>	Arif Abdurrahmaan
<b>Revised On</b>	September 2023	<b>Ratified By</b>	Board of Education
<b>Ratified On</b>	September 2023	<b>Next Review Date</b>	September 2026
<b>SMT Member Responsible</b>	Abdulhadi Mamon (Headteacher)		

## Policy Statement

إِنَّمَا الْمُؤْمِنُونَ إِخْوَةٌ فَأَصْلَحُوا بَيْنَ أَخَوَيْكُمْ وَاتَّقُوا اللَّهَ لَعَلَّكُمْ تُرْحَمُونَ

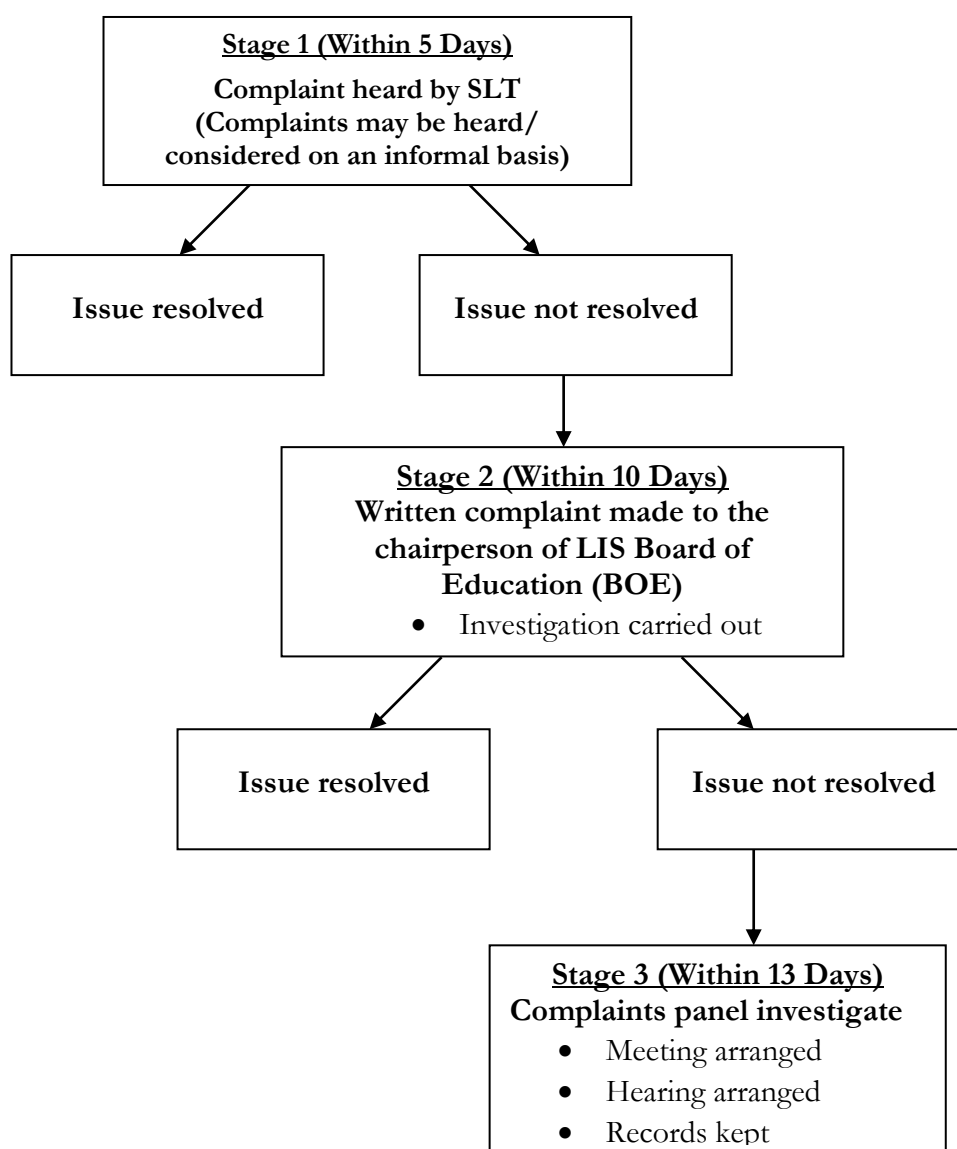
*“All believers are but brothers, therefore seek reconciliation between your two brothers, and fear Allah, so that you may be blessed with mercy.” (Quran, 49: 10)*

[Where possible, reconciliation is always the best outcome]

London Islamic School (LIS) 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 SLT (Senior Leadership Team) and make an informal complaint. Complainant will be notified of the SLT's decision within a 5 day period via phone. If not satisfied with the response of the SLT (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 BOE, 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 BOE 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 LIS BOE will appoint a three-member panel. The panel will consist of two persons from the LIS BOE 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 LIS BOE and the SLT, 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:**.....