Complaints Policy

Last Updated: September 2026
To Be Reviewed: September 2027

Number of Complaints received in Sep 2024 – Aug 2025: 0
Number of complaints received Sep 2025- Aug 2026:0

1. Introduction

At the School, we are committed to working with parents to provide a stimulating, safe and caring environment for our students. One of the ways in which the school can continue to improve is by listening and responding to the views of parents and guardians.

At the School we recognise there maybe cases where complaints may arise.

The purpose of the Complaints Policy is to outline a method by which complaints can be dealt with in the most efficient, fair and Islamic manner with the least disturbance possible. If our procedure is not followed by a Complainant, the school will not be able to deal with the matter effectively.

The Complaints procedure consists of 3 stages:

- Stage 1 – Informal Stage
- Stage 2 – Formal Stage
- Stage 3 – Appeal

Our school has appointed the Headteacher as the Complaints Coordinator (CC).

The policy does not cover complaints from members of staff as these are covered by the employer's Grievance Policy.

ALL complaints whether formal or informal will be logged separately.

2. Types of complaints

The majority of concerns/complaints fall into the following categories:

- Financial, administrative and breach of contract;
- Academic (course programme, unsatisfactory teaching, too much/too little homework, progress in a particular subject etc);
- Pastoral care (discipline, inappropriate sanctions, bullying, overall progress of the child, unhappiness of child, accommodation etc);
- Child protection (allegations against staff, handling of sensitive issues).

3. Who to approach

- If a complaint is about a particular academic subject, and is at Stage 1, the teacher of that subject should be approached.
- If a complaint is about pastoral care and is at Stage 1, the Form Tutor must be approached.
- If a complaint is more serious and is at Stage 2, the Complaints Coordinator must be approached.
- Any child protection issues must be reported to the Nominated Person who is the School's Child Protection officer or the Headteacher.
- All other complaints should be referred to the Complaints Coordinator. If the complaint is against the Headteacher, and it cannot be resolved at Stage 1, the complainant should send a letter addressed to Mr Maksud Gangat (Director of Education), send it to Mr. M. Gangat, 13E Broadwater Road, SW17 0DS or email mgangat@gatton.wandsworth.sch.uk

4. Three (3) Stages

Stage 1: Informal Stage (Verbal)

A Complainant should bring a complaint either to the staff member concerned or directly to the Complaints Coordinator. The following procedure must be followed:

- The Complainant will approach the staff member/Complaints Coordinator outside of School hours or if possible during the school day and request an appointment.
- Alternatively, or if the staff member cannot be found, a Complainant may at any time request a Meeting by emailing admin@alrisalahschool.co.uk
- A Complainant may not approach a member of staff to discuss the complaint without booking a Meeting in advance.
- Where time permits a Meeting will be arranged within 24 hours of a request.
- The Staff Member/Complaints Coordinator will keep a note of the Meeting.
- The Complainant will state clearly (and calmly) what the complaint is. If the matter is minor and concerns no other individual it will be dealt with immediately.

If Stage 1 does not resolve the issue, Complainants will be asked to put their complaint in writing and move to Stage 2.

Stage 2: Formal Stage

If it is not possible to resolve a complaint informally the Complainant should raise the matter formally and without unreasonable delay with the Complaints Coordinator. The Complainant will make a complaint in writing (letter or email). This can be sent to the school in one of the following ways:

- By post to Complaints Co-ordinator, Al Risalah School (for Girls) or Al Risalah Boys' School (for Boys), 145 Upper Tooting Road, London, SW17 7TJ or
- Email to admin@alrisalahschool.co.uk

The Complaints Coordinator will arrange for a formal meeting to be held without unreasonable delay after the complaint has been received. This will normally be within 5 working days. A meeting may be scheduled outside of the School Hours.

In preparation for the meeting the Complaints Coordinator will consult the relevant staff and/or make investigations.

Any documents/evidence the Complainant would like to bring to the Meeting should be given directly to the Complaints Coordinator at least 2 working days before the Meeting.

- The Complainant is permitted to bring another person of his/her choice to the meeting.
- At the meeting, the Complainant will be allowed to explain their complaint and how they would like it to be resolved.
- The outcome of the Formal Meeting will be communicated to the Complainant in writing without unreasonable delay, and usually within 5 working days.

- If a Complainant is not happy with the decision, he/she will have a right to move to Stage 3 – the Appeal.

Stage 3: Appeal

Where a Complainant feels that their complaint has not been satisfactorily resolved they may appeal by completing the Appeal Complaints Form (Appendix 1). The completed Form can be sent to the school in one of the following ways:

By email to the Director of Education: mgangat@gatton.wandsworth.sch.uk

When the Appeal Panel hears the Appeal, Appeals will be heard without unreasonable delay, usually within 10 working days, and at a time and place, which will be notified to the Complainant in advance.

This will be heard by a Panel from the School Committee body (Shura). The Committee will ensure that **no member of the Panel** has any prior involvement with the matter raised, and that the Panel consists of at least three members who are not directly involved in the matters detailed in the complaint and that one panel member is independent of the management and running of the school.

In general, the Panel will take one of the following courses of action:

- Dismiss the complaint in whole or part.
- Uphold the complaint in whole or part.
- Decide on appropriate action to resolve the complaint.
- Recommend changes to the school's systems or procedures.

The decision will be communicated in writing, without unreasonable delay, usually within 5 working days. This decision will represent the final stage of the School's complaints procedure and is binding.

Parents are invited to panel hearings and can be accompanied by trusted companions.

5. Important Notes

- Correspondence, statements and written records will be kept of all complaints and their outcomes, whether they were resolved at the informal stage, when a complaint is submitted in writing or whether they proceeded to an Appeal hearing.
- These records will be kept confidential unless otherwise required by Law.
- All complaints are dealt with in confidence. The details of the complaint are shared with appropriate staff members and third parties only so far as it is required to properly investigate and process the complaint. Likewise, complainants are required to treat in confidence any information disclosed to them as a result of the complaint.
- If the complaint concerns a child protection issue or involves an allegation of abuse by a member of staff the Safeguarding Officer (responsible for child protection) should be informed.

- Any Complainant who behaves aggressively, however mild, or uses abusive or aggressive language to a member of staff or student or other parent will be asked to leave the premises immediately.
- School does not accept petitions. Any written complaint must be made individually and signed and dated by each individual.
- If the matter is taken by a Complainant to a member of staff not concerned with the matter, the Complainant will be directed to the correct individual. It will be the Complainant's responsibility to ensure the matter is taken to the correct member of staff. If the correct member of staff cannot be found, an appointment must be sought electronically to admin@alrisalahschool.co.uk
- In any cases of doubt, members of staff should seek the advice of the Head Teacher.

The NSPCC whistleblowing helpline is available for staff who do not feel able to raise concerns regarding child protection failures internally. Staff can call: 0800 028 0285 – line is available from 8:00 AM to 8:00 PM, Monday to Friday and Email: help@nspcc.org.uk

Appendix 1 - This Form must be completed as part of the Stage 2 process of complaints.

Please provide your details. Please complete all sections.

Name of Parent Telephone Name of Student

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Date _____ Email _____ Form _____

BOX 2 please indicate if you have tried to resolve the complaint informally, giving details

Date of Stage 1 (informal) _____ Staff reported to: _____

Nature of complaint (e.g. bullying)
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Why was Stage 1 not acceptable? Please give details:

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Please provide full details of complaint including names, dates, times and places. Please also attach to this sheet any documents you would like considered at the Meeting.

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TO BE COMPLETED BY OFFICE
Name of Staff _____ Date of Stage 2 _____ Staff present _____
Complainants _____

Meeting notes: please give details of issues, proposals to resolve issues etc.

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Decision:

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Approved by Head Teacher _____ Date_____

Appendix 12 - This Form must be completed as part of the Stage 3 process of complaints.

Please provide your details. Please complete all sections.

Name of Parent Telephone Name of Student

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Date _____ Email _____ Form _____

BOX 2 please indicate if you have tried to resolve the complaint informally, giving details

Date of Stage 2 (informal) _____ Staff reported to: _____

Nature of complaint (e.g. bullying)
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Why was Stage 2 not acceptable? Please give details:

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Please provide full details of complaint including names, dates, times and places. Please also attach to this sheet any documents you would like considered at the Meeting.

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TO BE COMPLETED BY OFFICE
Name of Staff _____ Date of Stage 3 _____ Staff present _____

Complainants _____

Meeting notes: please give details of issues, proposals to resolve issues etc.

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Decision:

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Approved by Head Teacher _____ Date_____