

## COMPLAINTS POLICIES AND PROCEDURES

### Introduction

Olive Tree endeavours to provide a sound Islamic education for all our children. The staff places strong importance on the need to providing positive role models for its pupils – learning about Islam within a moderate, healthy, positive and non-extremist culture.

This documents sets out the complaints procedures that Olive Tree follows that is in compliance with the Education regulations 2010. It is the responsibility of the Director in-charge of complaints to oversee the correct implementation of the complaints policy of the school. All staff will periodically be informed and updated of the complaint policy.

### What can you expect from Olive Tree when making a complaint?

1. We will communicate our complaints policy to parents, for clarity of the procedures.
2. We will treat all complaints seriously
3. We will pursue all avenues to resolve any concerns raised
4. We will be impartial when dealing with complaints
5. We will ensure confidentiality when handling complaints
6. We will set out a clear timeline when dealing with concerns
7. We will make sure you have the opportunity to discuss the complaint with us
8. We will inform you of the progress of the issue raised
9. We will document all complaints as part of our complaints procedure
10. We will endeavour to improve our provision/services once the complaint has been resolved, where necessary
11. We will adhere by all Child Safeguarding guidance
12. We will respect cultural sensitivities, where necessary.

### Olive Tree has three levels of handling complaints

#### Level 1 – Teachers and Branch Manager

If there are any concerns with your child's progress/ achievement or anything else, you should, at the first point of call, raise this up with the classroom teacher or the branch manager. Most concerns are usually dealt with successfully at this level. All concerns are recorded with good detail for reference purpose. This will become an agenda item in the fortnightly management meeting where the management will become aware, where necessary. All the above 12 points will be adhered to.

If parents find this to be a challenge for some reason, then you are invited to raise the complaint up with a director (level 2). All complaints will be treated with confidentiality. All the above 12 points will be adhered to.

Addressing concerns at this level should be completed within a 14 day period.

## **Level 2 – Complaints to the Director in charge**

This level deals with complaints that are more serious and require the involvement of the relevant Director or Senior staff member with responsibility.

The Director or the designated senior staff member will work in stages:

**Stage 1:** Establish what has happened to an open mind approach. All above 12 points will be adhered to.

**Stage 2:** Arrange meeting with the respective parties involved to explain the outcome of the findings and the next steps to take to resolve the issue(s).

**Stage 3:** Implement agreed action plan. Inform complainant in a formal written format that the complaint has been addressed and solved.

If the complainant is not happy with the outcome of the investigation at level 2 then they should inform the senior leadership team of the venue provider (the Head teacher or Business manager) in written format labelled “private and confidential”.

Addressing concerns at this level should be completed within a 14 day period.

## **Level 3 – Formal Complaints to the board of Directors**

The board of Directors will, upon receiving the letter, conduct further investigation in line with the three stages above and the original 12 points maintained.

The directors will discuss this at the board of Directors’ meeting with the intention of resolving the complaint successfully.

Addressing concerns at this level should be completed within a 21 day period.

## **Monitoring & Evaluation Complaints**

The Director in charge of complaints policy will report on the operation of the Complaints Policy and Procedure to the board of Directors once every term. This will be evidenced in the minutes.

**Every complaint should act as a way of polishing the school’s provision, services and safety.**

Flow chart of complaint procedure

