Jamia Islamia Birmingham

Complaints Policy

Reviewed: September 2026.

Reviewed By: Mr Haroon Rashid, Head Teacher

Next Review: September 2027.

INTRODUCTION

This policy has been approved by the Governing Body of Jamia Islamia Birmingham. A concise version of this policy is found in the School Handbook and is available from the School office on request. All complaints will be investigated with respect and integrity and used as an opportunity to improve standards in this school. In aid of this we keep records of all complaints whether informal or formal. We ensure that all such records are kept confidential, and that access to them is restricted. The records aid us to keep count of the number of complaints we receive and, where necessary, to pinpoint areas of genuine concern within the school. The number of complaints within the School year will be published in the handbook of the School.

APPROACH

At Jamia Islamia Birmingham, we aim to deal with all worries and complaints in a positive and supportive manner. In most cases, the class teacher is the first point of contact and we try to deal with all concerns quickly and effectively. If the parent/guardian is not happy with the way the concern has been dealt with, the stages below offer clear guidance as to the action to be taken.

ADVICE AND GUIDANCE FOR PARENTS/GUARDIANS

The School will provide advice and guidance to the Parents, teachers and Governors at any stage of the complaints process.

STAGE 1: INITIAL CONTACT WITH THE SCHOOL

Many concerns will be dealt with informally when you first make them known to the school. In most cases, we would expect the **class teacher** to be the **first point of contact**, either by telephone or in person. If the parent/guardian wishes to meet with the class teacher, we respectfully ask them to make an appointment to discuss the situation. This ensures that:

- We allocate sufficient time to listen carefully to your complaint.
- Lessons can start on time and are uninterrupted.

If for any reason the teacher is unable to meet with the parent immediately, he will either:

- Arrange an alternative appointment within 24 hours of the complaint

- Arrange for another member of the year group team to speak with the parent/guardian
- Ask the Principal or his representative to informally meet with the parent/guardian

If possible we prefer all concerns/complaints to be dealt with as quickly as possible and to everyone's satisfaction. It is preferable for concerns to be handled without the need for formal procedures. We pride ourselves on honest and genuine relationships within our school; such values extend to all relationships with children, parents and members of our wider school community.

However, we do appreciate that there may be times when more formal procedures are required and we will treat all complaints with respect and with good manners. In most cases we hope that the class teacher will be the first contact and we will endeavour to resolve issues on the spot.

Occasionally these discussions do not always resolve your concern, and if you are still dissatisfied your concern will become a formal complaint.

STAGE 2: FORMAL CONSIDERATION OF YOUR COMPLAINT

You will be asked to confirm the complaint in writing to the Head Teacher (or Chair of Governors if the complaint is about the Head Teacher) and it will be acknowledged in writing.

As part of the school's consideration of your complaint, you may be invited to a meeting to discuss the complaint and to discuss any further details. If you wish, you can ask someone to accompany you, to help you explain the reasons for your complaint.

The Head Teacher or Chair of governors will carry out a full investigation of all matters relating to your complaint. He, where necessary, will talk to witnesses and take statements from others involved. This process will take a maximum time of one week. If the complaint centres on a pupil the school will talk to the pupil concerned and, where appropriate, others present at the time of the incident in question. The school will normally talk to a pupil with a parent or guardian present.

If the complaint is against a member of staff, it will be dealt with under the school's internal, confidential procedures.

The Head Teacher or Chair of Governors will keep written, signed and dated records of all meetings and telephone conversations, and other related documents. Once the school has established all the relevant facts, they will send you a written response to your complaint. This will give a full explanation of the Head Teacher's/Chair of Governor's decision and the reason for it. If follow-up action is needed, the school will indicate what we are proposing to do.

STAGE 3: CONSIDERATION BY THE GOVERNING BODY

If your concern has already been through Stage 1 and 2 and you are not happy with the outcome, the next step is to make a formal complaint to the Governing Body.

You should contact the school's Governors by letter, enclosing a copy of the written complaint originally submitted, indicating which matters remain unresolved. No new complaint may be included. Letters should be sent to:

Mr Farook E Ahmed (Governor)
Jamia Islamia Birmingham,
Fallows Rd, Sparkbrook,
Birmingham, B11 1PL.
Email: farookahmed228@yahoo.co.uk

If you are dissatisfied with the response from both the Head Teacher and the Governors, the school is obliged to agree to a complaint review panel to investigate the matter further. The review panel will consist of at least three people who have not been directly involved with the matters detailed in the complaint and at least one person who is independent of the management and running of the school.

Mr Sharifur Rahman (Independent Panel Member)
Jamia Islamia Birmingham,
Fallows Rd, Sparkbrook,
Birmingham, B11 1PL.
Email: sharifur@liquidprint.co.uk

The aim of the complaints review panel is to resolve the complaint and to achieve reconciliation between the school and the parent(s)/guardian(s). However, it may sometimes only be possible to establish facts and to make recommendations, which will reassure you that the complaint has been taken seriously.

The format of such a meeting would be for you to attend or accompanied by others to present your case and allow the governing body to take evidence. A separate meeting will then take place to allow the school staff to do the same.

If the Governing Body agree to hold a complaints review meeting, you will be informed of the date, time and place of the meeting by a letter. This date will be within two weeks of the initial meeting. The letter will also explain what will happen at the meeting and inform you that you are entitled to be accompanied at the meeting. With agreement of the Chair of the Panel, the Head Teacher may invite members of the staff directly involved in matters raised by you to attend the meeting.

Information regarding the complaint will be shared with you (the complainant) as well as the person complained about.

As a general rule, no evidence or witnesses previously undisclosed should be introduced into the meeting by any of the participants.

The clerk will send you and the Head Teacher a written statement outlining the decision of the panel within 2 weeks of the review meeting. Any findings and recommendations that emerge as a result of the complaint will be made available to you. We assure you that all correspondence, statements and records of your complaint will be kept confidential. The school will keep a record of all complaints, indicating the stage at which the problem was resolved. These records will be kept confidential. The number of complaints registered under the formal procedure during the preceding year will be made available to parents/prospective parents on request.

The number of complaints received in the academic year 2017/2018 was 0.
The number of complaints received in the academic year 2018/2019 was 0.
The number of complaints received in the academic year 2019/2020 was 0.
The number of complaints received in the academic year 2020/2021 was 0.
The number of complaints received in the academic year 2021/2022 was 0.
The number of complaints received in the academic year 2022/2023 was 1.
The number of complaints received in the academic year 2023/2024 was 0.
The number of complaints received in the last academic year 2024/2025 was 1.