



SULTAN HANAFI ROYAL SCHOOLS

COMPLAINT POLICY

1:0 INTRODUCTION

It is our aim at Sultan Hanafi Royal Schools (SULTAN) to work closely with all parents and guardians in a partnership which benefits all children and ensures that their school experience is happy and secure. The home-school agreement clearly states expectations of pupils, staff and parents.

When dealing with parental complaints the school adheres to guidance from national educational sector and global best practice and aims to be fair, open and honest when dealing with any complaint

2:0 PURPOSE

The aim of the below guide is to help in improving the overall service we provide to our clients (parents and learners). By sharing best practice with them and hoping that the number of complaints that are escalated to SULTAN will be reduced and service standards across the profession are improved. Below we outline our top tips for best practice complaint handling.

2:1 SULTAN TOP TIPS FOR COMPLAINTS HANDLING

- Key principles: **Be transparent:** Aside from it being a regulatory requirement, having an accessible complaints procedure in place can help to increase customer confidence in our service.
- It shows we are committed to providing a good level of service and this will mean we are ready if/when a complaint is made.
- It also shows that we aim to resolve every complaint through dialogue and mutual understanding

Our complaints procedures ensure that our learners' parents are aware of:

- Their right to complain about our services;
- How they can make their complaint and who it should be addressed to; and
- What options they have if they remain unhappy after they have completed review of the complaint, and when they can make a complaint to us.

3:0 SCOPE

- From time to time parents express concerns and these are dealt with as a matter of routine through discussion with the class teacher or another member of staff.
- Occasionally a parental concern may become more serious and develop into a complaint and be a clear statement of dissatisfaction. This may relate to a variety of issues.
- Anonymous complaints are discouraged as they are difficult to deal with in a way that will be useful to all parties.

4:0 POLICY

Arrangements for managing complaints

1. Parents may request a copy of this policy from the school office at any time.
2. The principal/ head teacher or VP/ deputy head teacher will respond to a verbal or written complaint within 24 hours of receiving it but may well need longer to fully investigate the circumstances leading to the complaint. Parents will be kept informed of time scales involved. Timescales need to be flexible to meet particular circumstances however a response will normally be provided within 5 school days.
3. Procedures will then be followed as outlined in Annex A of this policy
4. All complaints are handled in strict confidence and the school's attitude to a pupil would never be affected by a parental complaint
5. The school will ensure that all staff have opportunities to discuss, respond and understand the school's response to concerns and complaints made by parents
6. Any person complained against has equal rights with the person making the complaint
7. The school would not seek to directly involve pupils in a complaints procedure.

5:0 RESPONSIBILITY

5:1 THE ROLE OF PRINCIPAL/ HEAD TEACHER

- The PRINCIPAL/head teacher is responsible for the internal organisation and management of the school.
- He/She therefore has overall responsibility for considering complaints in the first instance
- Or arranging, if appropriate, for a designated member of staff to deal with them.
- However, the principal/head teacher must be kept fully informed of the complaint and the way in which it is being addressed.
- When deciding which course of action to take over a response to a complaint the head teacher may wish to consult with the Chair of governors of the school
- The principal/head teacher will keep a record of complaints received and outcomes.

5:2 THE ROLE OF GOVERNING BOARD

- The governing body is responsible for the overall conduct of the school and must ensure that a complaints procedure is in place and reviewed regularly.
- The principal/head teacher will normally inform the Chair of the governing body of complaints received unless he/she is going to form part of any committee to hear disciplinary or capability procedures in which case she must remain untainted.

- If a governor receives a complaint from a parent it will be referred to the principal/head teacher to investigate.
- If the principal/head teacher is the subject of the complaint then the Chair of the governing body will undertake the investigation.
- The governing body should appoint a Complaints Committee of three governors to consider any formal written complaints should it reach this stage.
- . Regards must be given to confidentiality throughout the process to ensure that governors do not become tainted and are therefore not able to serve on such a committee.
- After a complaint has been dealt with it may be appropriate for the principal/head teacher or Chair of the governing body to make a brief report to the governing body without mentioning names and protecting confidentiality.
- **6:0 CONCLUSION**
- The correct and final interpretation and implementation of this policy is the sole responsibility of the governing board and the school management

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DATE OF NEXT REVIEW	July 2025