



# **Complaints Policy**

# Document Control

This policy has been approved for operation within Darul Madinah.

Date of last review: September 2021

Date of next review: September 2022

Review period: Annually

Policy Status: Statutory

Owner: The Board

Everyone at Darul Madinah has the right to feel welcome, be secure and happy. Only if this is the case, will all members of the community be able to achieve their maximum potential. This document outlines how we can implement this at Dar ul Madinah by:

Ensuring that our children have every opportunity to develop the 5 Os' to become successful learners. Darul Madinah (DM) is committed to achieve aims, vision, and mission of the nursery with the following outcomes for our pupils:

- o Outstanding Muslims
- o Outstanding British citizens
- o Outstanding results
- o Outstanding language
- o Outstanding Behaviour

To participate in full Tarbiyyah program (manners and upbringing) of all pupils according to the Qur'an and Sunnah in line with legislation, statutory and DfE guidance listed below.

### **DfE guidance**

Statutory framework for the early years foundation stage (1 September 2021)

### **Link with other policies and procedures**

Child protection and safeguarding policy

First Aid policy

Health and safety policy

Behaviour policy

Anti-bullying policy

Employee handbook

### **Rationale**

Darul Madinah is committed to providing a safe, stimulating, consistent, and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put right and learn from our mistakes. This policy constitutes the Darul Madinah's formal Complaints Procedure. It will be displayed on the premises at the Darul Madinah's operating times. Under normal circumstances, the Nursery Manager will be responsible for managing complaints. If a complaint is made against the Nursery Manager, the board of Directors will conduct the investigation. All complaints made to staff will be recorded in detail on an Incident Form.

### **Stage One**

If a parent/carer has a complaint about some aspect of the Darul Madinah's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or the Manager. The Darul Madinah is committed to open and regular dialogue with parents/carers and the Darul Madinah welcomes all comments on its services. In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Manager should be approached, and they will try

to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

## **Stage Two**

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Manager. Relevant names, dates, evidence, and any other important information on the nature of the complaint should be included. If the Manager has good reason to believe that the situation has child protection implications, they will contact the Local Safeguarding Children Board (CADDs), per the procedure set out in the Child Protection policy. If any party involved in the complaint has a good reason to believe that a criminal offence has been committed, then they will contact the police. The Darul Madinah will acknowledge receipt of the complaint as soon as possible - within three working days at least – and fully investigate the matter within 28 days. If there is any delay, the Darul Madinah will advise the parent/carer of this and offer an explanation. The Manager will be responsible for sending them a full and formal response to the complaint.

The formal response to the complaint in writing from the Darul Madinah will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Darul Madinah's policies or procedures emerging from the investigation. The Nursery Manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaints and the Darul Madinah's response to it. The Nursery Manager will judge if it is best for all parties to meet or if individual meetings are more appropriate.

## **Stage Three**

If the person making the complaint is not satisfied with either the outcome or the progress being made, then an appeal may be made, in writing, to the board of Directors, who can be contacted via the nursery, see information below. The nursery will acknowledge your complaint in writing within five calendar days after receiving it.

The board will act impartially to ensure that all parties involved in the complaint can present their case to a panel consisting of three people who are independent of the complaint; and at least one person in that panel is independent of the management and running of the nursery. Parents can bring a relative or a friend for panel hearing. The complaints panel hearing will take place within 10 calendar days of the board being contacted.

The panel will:

- Decide on the appropriate action to be taken to resolve the complaint.
- Recommend changes to the nursery's system or procedures to ensure that problems of a similar nature do not recur.
- Uphold the complaint in whole or in part.
- Dismiss the complaint in whole or in part.

The panel will be clerked.

The panel will follow the Checklist for a Panel Hearing (in appendix)

A decision of the panel will be given in writing to the person making the complaint within 15 calendar days of the hearing.

The nursery to provide for the panel to make findings and recommendations:

- (i) Provided to the complainant and, where relevant, the person complained about; and (ii) available for inspection on the nursery premises by the board and the Manager.
- (iii) provides for a written record to be kept of all complaints that are made
- (iv) whether they are resolved following a formal procedure, or proceed to a panel hearing; and
- (v) Action taken by the nursery because of those complaints (regardless of whether they are upheld)

Provides that correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.

To make a formal complaint to the board, this must be made in writing.

Email your complaints to the following email address:

[complaints@darulmadinah.co.uk](mailto:complaints@darulmadinah.co.uk)

If the complaint concerns the Manager / DSL, then parents should give a written complaint to the Deputy DSL who will refer it directly to the board. In such cases a meeting with the Manager will be held to discuss the complaint and all its history. Any concerns relating to 'allegations', the Darul Madinah's child protection and safeguarding policy / procedure must be followed.

The outcome of that meeting will be given in writing to the complainant within 20 working days. If the complaint is of a complicated nature or has many individuals or parties involved, it may take longer to resolve. In such a case an explanation explaining the delay and a possible time scale for dealing with the complaint will be given in writing to the complainant and the procedure explained above will be followed.

## **Ofsted**

Parents may approach Ofsted directly at any stage of this complaint's procedure. In addition, where there seems to be a possible breach of the Darul Madinah's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.

Ofsted office for standards in Education,

Ofsted National Business Unit  
Piccadilly Gate  
Store Street  
Manchester

M1 2WD

Telephone no; **0300 123 1231** Website: [www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)

Any complaints made to the Darul Madinah will be reviewed periodically and appropriate changes made to operating, policies and procedures when necessary.

## APPENDIX CHECKLIST FOR A PANEL HEARING

The panel needs to take the following points into account:

- The hearing is as informal as possible.
- Witnesses are only required to attend for the part of the hearing in which they give their evidence.
- After introductions, the complainant is invited to explain their complaint, and be followed by their witnesses.
- The Manager is then invited to explain the nurse's actions and be followed by the nurse's witnesses.
- The panel may ask questions at any point.
- The complainant is then invited to sum up their complaint.
- The Manager is then invited to sum up the Nursery's actions and response to the complaint.
- The panel decides on the issues.
- The chair explains that both parties will hear from the panel within a set time scale.

## Complaint's form

I hope you feel comfortable enough to discuss any complaints or issues with the staff involved or the nurse manager if our service fall shorts to your expectations. If you wish to make a formal complaint or there has been no resolution to the verbal discussion this form can be used to make a written complaint. All complaints will be dealt in line with our complaint policy and procedures, a copy of this can be given upon request.

Details of concern/complaint	
Date:	Complaint against (enter service providers name)
Name:	Registration number:
Daytime Number:	Address:
Evening number: +	
Pupils Name:	Relationship to the Pupil:
Please give details of your complaint:	
What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?	

What actions do you feel might resolve the problem at this stage?

Declaration			Office use: Complaint form received on
I confirm all the information written on this form is correct and I am aware of the Darul Madinah complaint procedures.	Yes	No	I agree to follow Darul Madinah's complaint policy and log the complaint in the complaint log.
I prefer to remain anonymous	Yes	No	The person submitting the form will remain anonymous or kept informed depending on their choice.
I would like to be kept informed about the outcome of this complaint.	Yes	No	I will inform the Operations Manager
Signature			Managers Signature: