



Darul Madinah will nurture our learners into model citizens that exemplify the Inherent values of Islam make a positive contribution to the community and are champions of their faith.

Complaint Policy

This policy is in line with the Mission Statement of the School

Document Control

This policy has been approved for operation within Darul Madinah Primary

School Date of last review: August 2026

Date of next review: August 2027

Review period: Annually

Policy Status: Statutory

Owner: Directors

Introduction

Darul-Madinah aims to provide a nurturing, safe, and high-quality educational environment for children aged 2–11 across both the nursery (EYFS provision) and the independent primary school. We recognise that strong, respectful communication with parents and carers is central to children's wellbeing and progress. Occasionally, concerns or complaints may arise, and it is essential that these are handled fairly, promptly, and transparently.

This Complaints Policy sets out how parents, carers and members of the public can raise concerns and how these will be managed. It applies to all aspects of our provision, including early years, primary teaching, wraparound care, school events, and operational matters.

The policy complies with:

- **EYFS Statutory Framework (2026)**
- **Independent School Standards Regulations (ISSR 2014), Part 7**
- **KCSIE 2026**
- **Education Act 2002**
- **Education (Independent School Standards) Regulations 2014**
- **Ofsted Early Years and Independent Schools inspection requirements**

Throughout this policy, "Manager/Headteacher" refers to the Headteacher for school complaints and Nursery Manager for EYFS matters, overseen by the **three Directors (proprietors)** who hold ultimate accountability.

Proprietors / Directors:

- Waqas Chaudhary
- Hassan Ali Safdar
- Dr Zeerak Nasim

All the above can be contacted using the address and telephone details below: -

Dar-ul Madinah Slough

50 Darvills Lane

Slough

SL1 2PH

01753 553841

07737 309911

Email: Operations.slough@darulmadinah.co.uk

Rationale

Darul-Madinah aims for excellence in education, safeguarding, communication, and service delivery. We welcome feedback – both positive and negative – because it helps us improve. A complaint is defined as any expression of dissatisfaction about the school or nursery, the quality of education or care, decisions made by staff, or the actions or behaviour of staff or pupils.

The school encourages parents to raise concerns early so that issues can be resolved informally wherever possible. All complaints are treated seriously, handled sensitively, and investigated thoroughly, with the child's welfare at the centre of every decision.

This policy ensures:

- concerns are addressed promptly and fairly
- investigations are objective and transparent
- complaints relating to safeguarding are immediately escalated
- parents understand the stages of the process
- Directors fulfil their responsibilities as proprietors under ISS requirements
- all records are maintained in compliance with EYFS, ISSR, DfE and Ofsted expectations

The Complaints Policy is displayed on site and available to parents on request.

Stage One: Informal Resolution

Most concerns can be resolved quickly through open communication. Parents and carers are encouraged to speak directly with the relevant staff member (key worker, teacher, or other practitioner). If this is not appropriate or the matter relates to a more sensitive issue, the parent may contact the Nursery Manager or Headteacher.

The Manager/Headteacher will:

- listen carefully
- clarify the nature of the concern
- gather relevant information
- offer a timely response, usually within **3 working days**
- record the concern (if formal recording is required under EYFS or ISS)
- aim to resolve the issue through explanation, support, or agreed actions

If the parent feels that the matter has not been resolved satisfactorily, they may move to Stage Two. Parents will be told clearly how to escalate their concern.

Stage Two: Formal Complaint in Writing

If informal resolution is not successful, parents should submit a **written complaint** to the Manager/Headteacher. The complaint must set out:

- the nature of the issue
- key dates, facts or evidence
- names of staff involved (if applicable)
- what outcome is sought

Upon receiving a written complaint, the school will:

1. **Acknowledge receipt within 3 working days**
2. Begin a formal investigation led by the Manager/Headteacher (or Director if complaint relates to the Manager/Headteacher)

3. Conduct the investigation within **28 calendar days**, unless the complaint is complex
4. Maintain accurate written records of all meetings, interviews, and evidence reviewed

If the complaint indicates **possible safeguarding concerns**, the school will:

- follow the Safeguarding & Child Protection Policy
- contact the Local Authority Designated Officer (LADO) if an allegation meets threshold
- halt internal investigation until directed by safeguarding authorities

At the conclusion of Stage Two, the Manager/Headteacher will:

- provide a **formal written response**
- explain findings, decisions, and any actions taken
- arrange a meeting with the parent if appropriate
- ensure decisions are added to the complaints log and monitored for improvements

If the parent remains dissatisfied, they may proceed to Stage Three.

Stage Three: Appeal to the Directors (Formal Panel Hearing)

If a parent is not satisfied with the outcome of Stage Two, they may write to the **Directors**, who serve as the proprietors under independent school regulations.

The Directors will:

- acknowledge the complaint within **5 calendar days**
- convene a **Complaints Panel of three individuals** within **10 calendar days**
- ensure **at least one member** of the panel is **independent of both management and the running of the school** (a statutory ISS requirement)
- ensure the panel is clerked and minutes are taken

Parents may attend the panel hearing and may bring a friend or relative for support.

The Panel will:

- review all documentation from Stage One and Two
- meet with the complainant and school representatives if required
- consider the facts objectively
- uphold the complaint (in full or part) or dismiss it
- recommend actions to prevent recurrence
- produce a **written decision within 15 calendar days** of the hearing

The Directors ensure compliance with ISSR 2014 by:

- providing findings to the complainant and, where relevant, the person complained about
- ensuring a copy is available to the Directors and Manager on site
- storing records confidentially for inspection by Ofsted or DfE if requested

The decision at Stage Three is **final** within the school's internal complaints process.

Safeguarding, Allegations and Serious Concerns

Some complaints fall outside this policy and must follow safeguarding procedures.

A complaint **must be treated as a safeguarding allegation** if it involves:

- harm or risk of harm to a child
- inappropriate conduct by a staff member
- misconduct by a volunteer, contractor, or visitor
- concerns that meet the LADO threshold
- potential criminal behaviour

In such cases:

1. The complaint process pauses immediately.
2. The Designated Safeguarding Lead (DSL) contacts the **LADO**.
3. The Directors are informed.
4. Advice from safeguarding agencies determines the next steps.

Parents will be kept informed **only where this is legally permissible**.

Record Keeping and Confidentiality

Darul-Madinah maintains strict compliance with ISS, EYFS, GDPR and DfE requirements.

The school will:

- keep a **written record of all complaints**, whether informal, formal, resolved, or escalated
- log outcomes and actions taken
- store all information securely and confidentially
- retain EYFS complaints for **3 years** (EYFS statutory requirement)
- retain ISS complaints for inspection under section 109 of the 2008 Act
- ensure only authorised staff and the Directors access complaint documentation
- provide records to Ofsted or DfE upon request

Correspondence and evidence will **not** be shared with third parties except where required by law.

Ofsted

Parents may contact **Ofsted** at any stage if they believe the school or nursery is not meeting statutory requirements.

Ofsted National Business Unit

Piccadilly Gate, Store Street, Manchester M1 2WD

Tel: 0300 123 1231

Website: www.ofsted.gov.uk/parents

For EYFS concerns, Ofsted must be contacted if a complaint:

- relates to welfare requirements
- suggests the nursery is not meeting EYFS standards
- indicates a breach of registration conditions

Darul-Madinah will cooperate fully with any Ofsted investigation.

Appendix: Panel Hearing Checklist

- The hearing is conducted as informally as possible.
- Introductions are made, and the process is explained.
- Witnesses attend only for their evidence.
- The complainant presents their case first, followed by their witnesses.
- The school responds, followed by any witnesses.
- Panel members may ask questions at any stage.
- Both parties may provide closing statements.
- The panel deliberates in private and reaches a decision.
- The chair explains next steps and timescales.

Complaint's form

I hope you feel comfortable enough to discuss any complaints or issues with the staff involved or the nursery 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 with inline 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 Dar-ul 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			Nursery Managers Signature: