

# Al-Zaitoona Arabic School

## Complaints Policy

At Al-Zaitoona Arabic School we aim to work in partnership with parents to deliver a high quality service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is available on our website. Records of all complaints are kept for at least three years.

A summary of complaints is available for parents on request. The manager is usually responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an Incident log and a Complaints log will be completed. Any complaints made will be dealt with in the following manner:

### Stage one Complaints about aspects of School activity:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

### Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.


### Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager.

The manager will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the School's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the School's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the manager will refer the situation to the School's Child Protection Officer, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police.

This policy was adopted by: Al-Zaitoona Arabic School	Date: September 2024
To be reviewed: August 2025	Signed: 

*Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Complaints [3.75-3.76].*

Al-Zaitoona Arabic School is the trading name of: The Olive Tree Language School Ltd

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