

# Al-Huda Academy



## Students' Complaint Procedure

**Date:** November 2017  
**Review Date:** November 2019

## Students Complaint Procedure

The diagram below provides a summary of the procedures. Please remember that it is normal and expected that each stage will be followed in sequence. It is also expected that there will be good reason to move on to the next stage in the procedures

<b>If your complaint is about other students please go to Stage 1</b>	<b>If your complaint is about particular treatment from a member of staff go straight to Stage 3</b>
---	--

What you should do	What will happen
<b>Stage 1:</b> If you are at the Academy you should speak to class or subject teacher, and if it is out of school hours then you should speak to a member of the Safeguarding Team.	The relevant member of staff (whom you have passed the complaint) will resolve the matter on the same or next day.

▼

If you think that your problem has not been resolved by  
Class/Subject teacher Or a member of the Safeguarding Team

▼

<b>Stage 2:</b> If you feel that problem has not been resolved then you may wish to speak to the Deputy Safeguarding Leads <b>“Ziad Khan”</b> or <b>“Saif Khalid”</b> .	The Deputy safeguarding Lead will look into your complaint and decide the best way of solving the problem and it might take up to 3 school days in resolving your complaint.
---	--

▼

If you are not satisfied with the findings of the Safeguarding Lead(s)

▼

<b>Stage 3:</b> Speak or write to the Head Teacher. State your complaint; give all relevant details including why you do not accept the Safeguarding lead’s findings.	You should receive Head teacher’s findings within 5 school days.
---	--

▼

If you are not satisfied with the findings of the Head Teacher

▼

<b>Stage 3:</b> Write to the Principal within 7 days stating why you are not satisfied with the Head Teacher’s finding and also giving all relevant details.	The Principal will make decisions to resolve the matter or refer it to disciplinary committee. You should receive an acknowledgement from Principal within 5 Academy days and his findings within 10 Academy days. *
--	--

▼

If you are still not satisfied or believe that the Academy’s complaints  
procedure was not followed appropriately

▼

**Stage 5:** Contact the Independent Listeners and if you are still not satisfied then contact The office of the Children’s Commissioner or OFSTED and they will listen to your complaint and will make recommendations to the management of Al-Huda Academy. Their details are as follows:

1. **Muhammad Irshad**, 11 Weetwood Road, Rotherham, S60 3LJ, Tel: 07878 781619
2. **Moulana Zahid Hussain** , 15 Jennings Close, Rotherham, S65 1SB, Tel: 07973 156033
3. **The Office of the Children's Commissioner**, Sanctuary Buildings, 20 Great Smith Street, London, SW1P 3BT  
Tel: 020 7783 8330 Email: info.request@childrenscommissioner.gsi.gov.uk
4. **OFSTED**, National Business Unit, Piccadily Gate, Store Street, Manchester, M1 2WD, Tel 0300 123 4666

\* These timescales are advisory only in recognition of the voluntary nature of the work of Principal.