



BAYTUL ILM
SECONDARY SCHOOL

Complaints Policy and Procedures

2026 – 2027

HEAD TEACHER:

Muhammad Miah

CHAIR OF GOVERNORS:

M A Salam

REVIEWED:

September 2026

NEXT REVIEW DATE:

September 2027

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1 Aims

- 1.1 This is the complaints policy of Baytul Ilm Secondary School (**School**).
- 1.2 The aims of this policy and related procedures are to provide a framework for the resolution of concerns raised and/or complaints which:
 - 1.2.1 allows for their resolution informally and sets out the school's formal procedures where this is not achievable;
 - 1.2.2 is easily accessible and publicised, simple to understand and use and impartial and non-adversarial;
 - 1.2.3 enables a full and fair investigation by an independent person where necessary;
 - 1.2.4 respects people's desire for confidentiality;
 - 1.2.5 addresses the points at issue and provides an effective response and appropriate redress, where necessary; and
 - 1.2.6 provides information to the school's senior leadership / management team so that if appropriate, services can be improved.
 - 1.2.7 helps to promote a culture of safety, equality, and protection.

2 Scope and application

- 2.1 This policy applies to the whole school.
- 2.2 This policy applies to written expressions of dissatisfaction about actions taken, or a lack of action, by the school where the parent seeks action by the school.
- 2.3 References to a **Parent**, in relation to a child or young person, includes any person who is not a parent but who has parental responsibility, or has care of a pupil.
- 2.4 This policy applies only to concerns raised and/or complaints from each of the following:
 - 2.4.1 parents of current pupils;
 - 2.4.2 parents of former pupils if the complaint was initially raised when the pupil was registered at the school.
- 2.5 This policy will continue to apply to a complaint which is ongoing when a pupil leaves the school.
- 2.6 Requests for financial awards, such as claims for compensation, damages, or fee refunds, are beyond the scope of the school's complaints procedures.
- 2.7 All parents should be aware that, regardless of the nature of a complaint and whether or not it is upheld, parents are not entitled to details of any related sanctions imposed on staff, pupils or parents, for reasons of data protection and confidentiality.

- 2.7.1 The school has separate grievance and whistleblowing policies and procedures for staff concerns.
- 2.7.2 Complaints from others (such as members of the public) should be addressed in the first instance to the Head
- 2.8 There may be occasions where it is necessary or reasonable to deviate from this complaints procedure if this is reasonable and justified. Complainants will be notified of the changes.
- 2.9 There are also separate policies and procedures relating to the following. This policy does not apply to:
 - 2.9.1 admissions decisions – please refer to the School’s *Admissions Policy*;
 - 2.9.2 exclusions, to which the School’s *Behaviour Policy* applies;
 - 2.9.3 subject access requests – see the School’s *GDPR and Data Protection Policy*;
 - 2.9.4 safeguarding and welfare issues – please refer to the School’s *Child Protection and Safeguarding Policy*; and
 - 2.9.5 data protection complaints – from 19 June 2026, the school has a separate process for handling complaints about how we have handled personal information. See Appendix 7 of this policy.

3 Regulatory framework

- 3.1 This policy has been prepared to meet the school’s responsibilities under:
 - 3.1.1 Education (Independent School Standards) Regulations 2014;
 - 3.1.2 Education and Skills Act 2008;
 - 3.1.3 Childcare Act 2006; and
 - 3.1.4 Equality Act 2010.
 - 3.1.5 General Data Protection Regulations and UK Data Protection Act 2018
- 3.2 The parent contract will be relevant to the operation of this policy. Dependent upon the nature of the complaint being made, other School policies, procedures and resource materials may also prove relevant and helpful.

4 Responsibility statement and allocation of tasks

- 4.1 The Governors have overall responsibility for all matters which are the subject of this policy.
- 4.2 To ensure the efficient discharge of their responsibilities under this policy, the Governors have allocated the following tasks:

Task	Allocated to	When / frequency of review
Keeping the policy up to date and compliant with the law and best practice	Head	As required, and at least annually
Monitoring the implementation of the policy	Head	As required, and at least termly
Seeking input from interested groups (such as pupils, staff, parents) to consider improvements to the school's processes under the policy	Head	As required, and at least annually
Formal annual review	Governors	Annually

5 Publication and availability

- 5.1 This policy is published on the school website.
- 5.2 This policy is available in hard copy on request.
- 5.3 A copy of the policy is available for inspection from the school office during a working day.
- 5.4 This policy can be made available in large print or another accessible format if required.
- 5.5 Information regarding the number of complaints registered under the formal procedure of this policy during the preceding school year is available to parents of pupils and parents of prospective pupils and, on request, to the Chief Inspector, the Secretary of State, or an independent inspectorate. The number of complaints registered under the formal procedure of this policy during the 2023-24 school year was 0.

6 Definitions and interpretation

- 6.1 Where the following words or phrases are used in this policy:
 - 6.1.1 References to **Parent**, in relation to a child or young person, includes any person who is not a parent but who has parental responsibility, or has care of the child. This policy applies to any expression of dissatisfaction however made about actions taken, or a lack of action, by the school where a parent seeks action by the school.
 - 6.1.2 References to the **Head** are references to the Head of the School.
 - 6.1.3 References to the **Governors** are references to the Board of Governors.
 - 6.1.4 References to **working days** mean Monday to Friday when the school is open during term time. The dates of terms are published on the school's website. In the event that the application of this definition is likely to introduce excessive delays, due to intervening School holidays, the school's approach is to take sensible and reasonable steps so as to minimise any hardship or unfairness arising from such delays.

7 Timescales

- 7.1.1 Whenever possible, in the interests of a prompt resolution of issues a complaint should be raised within three months of the incident, or where a series of associated incidents have occurred, within three months of the last of these incidents. The school may consider complaints made after three months but parents should be aware that most complaints will require the school to conduct an investigation and the ability to carry out a full and fair investigation, particularly where pupils may need to be interviewed, becomes increasingly difficult as time elapses. A complaint raised outside this timescale should therefore include details of the issues which led to a delay.
- 7.1.2 Timescales for each stage of the complaint's procedure are set out below in the relevant paragraphs.
- 7.1.3 It is expected that the management of every complaint will progress in a timely manner.
- 7.1.4 The school aims to resolve all complaints efficiently and promptly and parents are encouraged to bring any matter causing concern to the school's attention as soon as possible.
- 7.1.5 Complaints that are raised in the school holidays will usually be deemed to have been received on the first working day after receipt.
- 7.1.6 Where there are exceptional circumstances resulting in a delay to the timescales for a state of the complaints procedure, the school will notify the parents and inform them of the new timescales as soon as possible.
- 7.1.7 If a parent commences legal action against the school in relation to their complaint, the Head or Chair of Governors will consider whether or not to suspend the complaints procedure until those proceedings have been concluded.

8 Management of concerns and complaints

- 8.1 The school's policy allows for complaints to be considered at three stages:
- Stage 1: Informal raising of a concern or complaint. Further details of this procedure are set out in Appendix 1.
- Stage 2: A formal complaint. Further details of this procedure are set out in Appendix 2.
- Stage 3: Reference to a complaints panel. Further details of this procedure are set out in Appendix 3.
- 8.2 Parents requiring assistance with making a complaint at any stage of the procedure, for example because of a disability, should contact the person identified in Appendix 4 who will be happy to make appropriate arrangements.

9 Expected standards of behaviour

- 9.1 It is the intention of the school to deal with concerns and complaints fairly and work constructively with parents towards resolving them.

As concerns and complaints will be dealt with confidentially, complaints are not to be discussed publicly, including via social media.

While the School will not unreasonably limit the contact complainants have with the school

attention is drawn to the information included in Appendix 5 which is drawn from:

- 9.1.1 the Department for Education's [Best practice advice for school complaints procedures 2020](#) (updated January 2021); and
- 9.1.2 The Department for Education guidance [Controlling access to school premises 2018](#).

10 Record keeping and confidentiality

- 10.1 All records created in accordance with this policy are managed in accordance with the school's policies that apply to the retention and destruction of records.
- 10.2 The school keeps a written record of all formal complaints, including the following:
 - 10.2.1 whether they were resolved at Stage 2 or Stage 3.
 - 10.2.2 the action taken by the school as a result of the complaints (regardless of whether they are upheld).
- 10.3 In accordance with data protection principles, details of individual complaints will be kept only for as long as is considered to be reasonably necessary in the circumstances.¹
- 10.4 Correspondence, statements, and records relating to individual complaints will be kept confidential except where access is requested by the Secretary of State or where disclosure is required in the course of an inspection or under other legal authority or court order.
- 10.5 The information created in accordance with this policy may contain personal data. The school's use of this personal data will be in accordance with data protection law. The school has published privacy notices on its website which explain how the school will use personal data. In addition, staff must ensure that they follow the school's GDPR and data protection policy and procedures when handling personal data created in connection with this policy.

11 Complaints to Ofsted and the Independent Schools Inspectorate

- 11.1 Parents can contact Ofsted or the Independent Schools Inspectorate (ISI) if they believe the school is not meeting regulatory requirements. However, they should normally complete the school's complaints procedure first.
- 11.2 Ofsted can be contacted at:
 - Website: www.gov.uk/complain-about-school
 - Telephone: 0300 123 1231
- 11.3 ISI can be contacted at:
 - Email: concerns@isi.net
 - Telephone: 020 7600 0100
 - Website: www.isi.net

12 Training

- 12.1 The school ensures that regular guidance and training is arranged on induction and at regular intervals thereafter so that staff and volunteers understand what is expected of them by this policy and have the necessary knowledge and skills to carry out their roles.
- 12.2 The level and frequency of training depends on role of the individual member of staff.
- 12.3 The school maintains written records of all staff training.

¹ In accordance with the terms of reference of the Independent Inquiry into Child Sexual Abuse all schools are required to retain information which relates to allegations (substantiated or not) of organisations and individuals who may have been involved in, or have knowledge of child sexual abuse or child sexual exploitation; allegations (substantiated or not) of individuals having engaged in sexual activity with, or having a sexual interest in, children; institutional failures to protect children from sexual abuse or other exploitation. Details of any complaints made about such matters will be retained.

13 Version control

Date of adoption of this policy	September 2026
Date of last review of this policy	September 2026
Date for next review of this policy	September 2027
Policy owner (SMT)	Headteacher
Authorised by	M Abdus Salam On behalf of the Board of Governors

Appendix 1 - Stage 1 - informal resolution procedure

1 Informal resolution of a concern or complaint

- 1.1 The school hopes and expects that most concerns and complaints can be resolved informally and without the need to use the formal stage of the complaint's procedure. For example, dissatisfaction about some aspect of teaching or pastoral care or a billing error should be able to be resolved by the relevant member of staff.

Who to contact

- 1.2 Concerns and complaints should initially be raised in writing (email will suffice) with the most appropriate person at the school, who will work constructively with parents to resolve them. Concerns/complaints should be raised as follows:
- 1.2.1 **educational issues:** if the matter relates to the classroom, the curriculum, or special educational needs, please write initially to:
- Deputy Head Teacher or SLT Team (Teaching and Learning).
- 1.2.2 **pastoral care:** for concerns and complaints relating to matters outside the classroom, please write to:
- Pastoral Lead or Head of Behaviour (pupil development and welfare).
- 1.2.3 **staff issues:** for concerns and complaints relating to members of staff, please write to:
- Head, Deputy Head or SLT Team (Staffing & Operations).
- 1.2.4 **disciplinary matters:** a concern over any disciplinary action taken should be raised in writing with:
- Head or Deputy Head or SLT Team (pupil development and welfare).
- 1.2.5 **financial matters:** a query relating to fees or extras should be addressed in writing to the Bursar.
- 1.3 The complaint may be passed to a more senior member of staff if appropriate.
- 1.4 An informal complaint will be acknowledged by email or letter within three working days of receipt, indicating the action that is being taken and the likely timescales. Such action may include an investigation and/or a meeting with the parent.
- 1.5 Wherever appropriate, the school will ask the parent at an early stage what they think might resolve the issue.
- 1.6 The parent will receive a response to the complaint within 15 working days.
- 1.7 If the parent is dissatisfied with the response to the informal complaint or in the event that the complaint cannot be resolved by informal means, the parent may make a formal complaint under Stage 2 of this procedure as set out in Appendix 2.

Complaints about the Head

- 1.8 The procedure for dealing with an informal complaint about the Head of the Relevant School is set out below:
 - 1.8.1 parents may choose to raise complaints directly with the Head in writing if they feel that the matter is capable of resolution informally. The school will not automatically treat the complaint as a formal (Stage 2) complaint and the Head will endeavor to resolve the complaint informally under Stage 1;
 - 1.8.2 the Head will acknowledge informal complaints within three working days and will seek to resolve the matter under Stage 1 by means of direct conversation or a meeting with the parents, to be held within 15 working days of the initial complaint;
 - 1.8.3 if the parent is dissatisfied with the Head's response to the informal complaint or in the event that the complaint cannot be resolved by informal means, the parent may make a formal complaint under Stage 2 of this procedure as set out in Appendix 2.
- 1.9 Alternatively, parents may choose to make their complaint about the Head in accordance with Stage 2 of this procedure as set out in Appendix 2.

Appendix 2 - Stage 2 - formal complaint in writing

1 How to make a formal complaint

- 1.1 Complaints will usually only progress to Stage 2 after first being considered at the informal stage and only then if the parent indicates that they wish to escalate a matter to the formal stage.
- 1.2 The formal complaint in writing must be made on the Complaints Form which can be requested from the Head's office or downloaded from the policy area of the [School website](#). The Stage 2 Complaints Form is also available as Appendix 6. The Complaints Form should be returned in an envelope addressed to the Head of the Relevant School and should include:
 - 1.2.1 a copy of all relevant documents and full contact details; and
 - 1.2.2 details of all the grounds of the complaint and the outcome desired.
- 1.3 The complaint will be acknowledged by email or letter within five working days, indicating the action that is being taken and the likely timescales.

2 Investigation

- 2.1 The subject matter of the complaint will be investigated in the most appropriate manner, which may include some or all of the following steps:
 - 2.1.1 delegation of the investigation to a senior member of staff or third party; request for additional information from the parent, including what they think might resolve the issue (if not already requested under Stage 1); and
 - 2.1.2 request for a conversation and/or a meeting with the parent personally and/or others with relevant knowledge of the circumstances;
 - 2.1.3 The Chair of Governors will be made aware of all stage 2 formal complaints.
- 2.2 Written records will be kept of all meetings and interviews held in relation to the complaint. Where the investigation has been delegated to a senior member of staff, they will prepare a report on the investigation which will be considered by the Head. Personal data may be redacted and names anonymised or cyphered in line with data protection principles.

3 Decision

- 3.1 The Head will notify the parent by email or letter of their Stage 2 decision and the reasons for it within 30 working days from the receipt of the Stage 2 Complaints Form.
- 3.2 If the parent is dissatisfied with the Stage 2 response to the complaint, the parent can request that the complaint be referred to a Complaints Panel under Stage 3 using the procedure set out in Appendix 3.

4 Complaints about the Head

- 4.1 The procedure for dealing with a formal complaint (using the Complaints Form) about the Head of the School is set out below:
 - 4.1.1 Any formal complaint should be made using the Complaints Form and include a copy of all relevant documents and full contact details and details of all the grounds of the complaint and the outcome desired.
 - 4.1.2 Formal complaints about the Head should be directed as follows:
 - (a) A formal complaint form about the Head of the School should be directed to the Chair of Governors.
 - 4.1.3 The Head of the School or Chair of Governors (via the Clerk to the Governors) will acknowledge the formal complaint form by email or letter within five working days of receipt and indicate the action that is being taken and the likely timescale. Such action may include an investigation (in which the investigation of the complaint may be delegated to a third party or one or more governors) and/or a meeting with the parent. The parent will receive a response to the complaint within 30 working days.
 - (a) Clerk to the Governors means the Head of Admin to the school.
 - 4.1.4 If the parent is dissatisfied with the response to the formal complaint, the parent can request that the complaint be referred to a Complaints Panel under Stage 3 using the procedure set out in Appendix 3.

Appendix 3 - Stage 3 - Complaints Panel

1 Complaints Panel hearing

- 1.1 If a parent is dissatisfied with the Stage 2 response to the formal complaint, the parent can request a Complaints Panel hearing.
- 1.2 A Complaints Panel Hearing (**Hearing**) is a Hearing to consider those elements of the Stage 2 response to the parent's formal complaint with which the parent remains dissatisfied. The Complaints Panel (**Panel**) is not obliged to consider any new complaints which have not been previously raised.

2 How to request a Hearing

- 2.1 A request for a Hearing must be put in writing to the Clerk to the Governors and will usually only be considered if the procedure at Stage 2 has been completed. It is expected that the complaints procedure will progress in a timely manner.
- 2.2 The written request should be made within 10 working days from receipt of the Stage 2 decision and should include:
 - 2.2.1 a copy of all relevant documents and full contact details;
 - 2.2.2 details of those aspects of the complaint about which the parents remain dissatisfied and the outcome desired;
 - 2.2.3 a list of the documents which the parents believe to be in the school's possession and wish the complaints panel to consider;
 - 2.2.4 whether the parent wishes to attend the hearing in person or remotely; and
 - 2.2.5 whether the parent proposes to be accompanied to the hearing by someone who is legally qualified (see paragraph 3.5 below).
- 2.3 The Clerk to the Governors will acknowledge the request for a Hearing in writing within three working days of receipt.
- 2.4 Every effort will be made to enable the Hearing to take place within 20 working days of receipt of the request.
- 2.5 Parents may withdraw their request for a Hearing at any point up to and including the intended date of the Hearing.
- 2.6 The chair of Governors will be made aware of all stage 3 complaints.

3 Planning the Hearing

- 3.1 The Clerk to the Governors will send written notification to each party of the date, time, and place of the Hearing at least ten working days before the date of the Hearing.
- 3.2 Copies of any documents (additional to those specified in 2.2.1 and 2.2.3) that the parent wishes the complaints panel to consider should be sent to the Clerk to the Governors to be received at least seven working days prior to the Hearing.

- 3.3 The Clerk to the Governors will circulate a copy of the bundle of documents to be considered by the complaints panel to all parties at least three working days prior to the Hearing.
- 3.4 The parent may be accompanied at the Hearing, for example by a relative or friend. The Hearing is an internal proceeding, not legal proceedings. Legal representation is not necessary, and will not normally be appropriate, and the role to be played by any legal representative will be at the discretion of the Panel Chair. The Clerk to the Governors must be given five working days' notice if the parents wish to be accompanied by a person who is legally qualified.
- 3.5 As set out in 2.2.4 above, the parent is required to notify the Clerk to the Governors if they wish to be accompanied by someone who is legally qualified in their initial request for a Hearing. The parent should note that the Panel will wish to speak to them directly. The legally qualified person will not be permitted to act as an advocate or to address the Panel unless invited to do so by the Chair of the Panel.
- 3.6 A person will be appointed to take a minute of the Hearing.

4 Composition of the Complaints Panel

- 4.1 The Panel will comprise at least three individuals, selected by the Clerk to the Governors who have no detailed prior knowledge of the circumstances of the complaint and will include School Governors and at least one panel member who is independent of the management and running of the school.
- 4.2 The parent may ask the Clerk to the Governors to inform them who has been appointed to sit on the Panel ahead of the Hearing. Fair consideration will be given to any reasonable objection to a particular member of the Panel.
- 4.3 The Chair of Governors will usually appoint one of the panel members to be the chair of the panel throughout the proceedings.

5 Role of the Complaints Panel

- 5.1 The role of the Panel is to establish the facts surrounding the complaints that remain in issue by considering:
 - 5.1.1 the documents provided by both parties; and
 - 5.1.2 any representations made by the parties.
- to review the process and the decision reached at Stage 2, and to consider on the balance of probabilities, whether or not to uphold each complaint.

6 The Hearing

- 6.1 Unless prior to the commencement of the Hearing, a parent confirms that they are satisfied with the outcome of their complaint, the Hearing will proceed notwithstanding that the parent may decide not to attend. In these circumstances, the Panel should consider the parent's complaint in their absence and make findings on the substance of the complaint.

- 6.2 The Panel will usually hear representations from the Stage 2 decision-maker and the Parent(s). During the Hearing, the parties shall have the opportunity to ask questions and make comments in an appropriate manner. The Hearing is not a legal proceeding, and the Panel shall be under no obligation to hear oral evidence from witnesses but may do so and/or may take written statements into account at its discretion.
- 6.3 All statements made at the Hearing will be unsworn. The parties will be entitled to write their own notes for reference purposes.
- 6.4 All those present during the Hearing are expected to show courtesy, restraint, and good manners or, after due warning, the Hearing may be adjourned or terminated at the discretion of the Chair of the Panel. Any person who is dissatisfied with any aspect of the way the Hearing is conducted must say so before the proceedings go any further and their comment will be minuted.
- 6.5 The Chair of the Panel may, at their discretion, adjourn the Hearing if they consider it appropriate to do so. This may include an adjournment for the parties to take legal advice on a specific issue arising.
- 6.6 A Hearing before the Panel is a private proceeding. No notes or other records or oral statements about any matter discussed in or arising from the proceeding shall be made available directly or indirectly to the press or other media.
- 6.7 When the Chair of the Panel is satisfied that sufficient consideration has been given to the documentation provided and any representations made by the parties, they will conclude the Hearing.

7 Decision

- 7.1 The Panel will make findings about each complaint on the balance of probabilities and may make recommendations to the school. The recommendations will be properly considered and actioned as appropriate.
- 7.2 It is not within the powers of the Panel to make any financial award, nor to impose sanctions on staff, pupils, or parents, although the complaints panel may make recommendations.
- 7.3 The Panel's findings and any recommendations will be provided in writing to the parents and, where relevant, the person complained about, within seven working days of the Hearing. The Panel's findings and any recommendations will also be available for inspection on the school premises by the Governors and the Head.
- 7.4 The completion of Stage 3 represents the conclusion of the school's complaints procedure.

Appendix 4 - Assistance with making a complaint

The following members of staff can assist with making of a complaint if required:

Al-Amin (Head of Admin)

Tel: 01908 804163,

Email: admin@baytulilm.org.uk

If he is unavailable or is the subject of the complaint, please contact the Deputy Head for assistance.

Appendix 5 - Unreasonable complaints

The school is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. It will not unreasonably limit the contact complainants have with it. However, it does not expect its staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive, or threatening.

The school adopts the Department for Education definition of unreasonable complainants as those who, because of the frequency or nature of their contacts with the school, hinder consideration of their or other people's complaints.

Unreasonable complaints are taken seriously by the school as they put a strain on valuable resources and hinder the progress of proper investigations. The school may judge that a complaint is unreasonable by assessing a number of factors, including those that are outlined below.

1 A complaint may be regarded as unreasonable when the person making the complaint:

- 1.1 refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance;
- 1.2 refuses to co-operate with the complaints investigation process while still wishing their complaint to be resolved;
- 1.3 refuses to accept that certain issues are not within the scope of a complaint's procedure;
- 1.4 insists on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice;
- 1.5 introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on, or raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales;
- 1.6 makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced;
- 1.7 changes the basis of the complaint as the investigation proceeds;
- 1.8 repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed);
- 1.9 refuses to accept the findings of the investigation into that complaint where the school's complaint procedure has been fully and properly implemented and completed;
- 1.10 seeks an unrealistic outcome;
- 1.11 makes excessive demands on school time by frequent, lengthy, complicated, and stressful contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with.

2 A complaint may also be considered unreasonable if the person making the complaint does so either face-to-face, by telephone or in writing or electronically:

- 2.1 maliciously;
- 2.2 aggressively;
- 2.3 using threats, intimidation, or violence;
- 2.4 using abusive, offensive, or discriminatory language;
- 2.5 knowing it to be false;
- 2.6 using falsified information;
- 2.7 publishing unacceptable information in a variety of media such as in social media websites and newspapers.

3 A complaint may also be considered unreasonable if it is manifestly unjustified, inappropriate, or an improper use of formal procedure.

In assessing this, the school shall have regard to all the circumstances of the case and the nature of the complaint itself rather than the nature of the complainant. In assessing all of the circumstances of the case the school will consider a range of factors including:

- 3.1 whether a complaint has reasonable foundation;
- 3.2 the history and context of the complaint (and any evidence where relevant);
- 3.3 whether the time and cost of investigating the complaint is proportionate to the issue(s) complained of;
- 3.4 whether an investigation of the complaint is likely to cause a disproportionate or unjustified level of disruption, irritation, or distress;
- 3.5 unexplained delay in raising a complaint or issue;
- 3.6 if the purpose of the complaint is to obtain an outcome which is unavailable via the complaint's procedure, such as a claim for compensation, damages or a refund of fees paid;
- 3.7 any evidence of a complaint being brought for an improper purpose.

Whenever possible, the Head will discuss any concerns with the complainant informally before dismissing a complaint as unreasonable. The Head will normally only do so after consultation with the Chair of Governors.

If the behaviour continues, the school will write to the complainant explaining that their behaviour is unreasonable and asking them to change it.

For complainants who excessively contact the school causing a significant level of disruption, the school may specify methods of communication and limit the number of contacts in a communication plan. This will be reviewed after 3 months.

In response to any serious incident of aggression or violence the school will immediately inform the police and communicate its actions in writing. This may include barring an individual from the school.

It is open to a complainant to request that a Stage 3 panel be convened to determine the single issue of whether the school's dismissal of the complainant's original complaint(s) was justified.

Appendix 6 - Stage 2 formal Complaints Form



BAYTUL ILM
SECONDARY SCHOOL

12a Clarke Road, Milton Keynes, MK1 1LG (Telephone: 01908 804163)

STAGE 2 COMPLAINTS FORM

When completed the form should be returned to the Head of the school. If the complaint is about the Head of the School, the form should be returned to the Clerk to Governors, c/o Baytul ILM Secondary School. When completing this form please refer to the School Complaints Policy.

Name of pupil:

Year Group of pupil:

School of pupil:

Name of complainant:

Date of complaint: ____/____/____

Address of complainant:

.....

Email address:

Telephone:

1. What is the nature of the complaint? (Please tick)

☐ Staff Conduct

☐ Pastoral Care

☐ Teaching Standards

☐ Time Tabling

☐ Condition of Premises

☐ Extra Curricular Activities

☐ Safeguarding

☐ Other (please give details)

2. Please give details of your complaint including a summary of the incident/issue with dates/times and supporting evidence: *(please continue the details on a separate sheet if necessary)*

3. If you are complaining about someone's behaviour, please give the names of any witnesses to the incident/s:

4. Please indicate what outcome you are seeking:

Name:

Date:

Signed:

Appendix 7 - Data Protection Complaints

1 What is a data protection complaint?

- 1.1 From 19 June 2026, people can complain to the school if they believe we have not correctly followed data protection legislation in the way we have handled their personal information (or the personal information of someone they are acting on behalf of).
- 1.2 Examples of data protection complaints include complaints about:
 - The way we have responded to a subject access request (SAR)
 - The security measures we have used to protect personal information
 - How we have collected or used personal information
- 1.3 To complain, a person does not have to use legal terms or quote sections of the legislation. If we are not sure if someone is making a data protection complaint, we will ask them to clarify so we can make sure we are following the correct procedures.

2 Who can make data protection complaints?

- 2.1 Children have the same rights over their personal information as adults. However, we will assess the competence of the child to understand and exercise their rights.
- 2.2 If we receive complaints from pupils, we will respond in plain, clear language they can understand.
- 2.3 Parents do not have an automatic right to exercise the data protection rights of their child. We will only allow parents to make a data protection complaint on behalf of their child if;
 - The child authorises them to do so; or
 - The child does not have sufficient understanding to exercise the rights themselves; or
 - It is clear that this is in the best interests of the child.

3 How to make a data protection complaint

- 3.1 Data protection complaints can be made in the following ways:
 - By email to: admin@baytulilm.org.uk (marked 'Data Protection Complaint')
 - By telephone to: 01908 804163 (ask for the Head of Admin or Data Protection Lead)
 - In writing to: The Head of Admin (Data Protection Lead), Baytul Ilm Secondary School, 12a Clarke Road, Milton Keynes, MK1 1LG
- 3.2 There is no obligation for complainants to use the means of contact we provide. People can complain in any way they choose and we will accept the complaint.
- 3.3 Information about how to make a data protection complaint is also available in our privacy notices and will be provided when we respond to subject access requests.

4 Timeframes for data protection complaints

- 4.1 We will acknowledge receipt of data protection complaints within 30 days of receiving them.
- 4.2 The 30 days start the day after we receive the complaint. It does not matter if this day falls on a weekend or a public holiday – the 30 days will always start on this day.
- 4.3 If the last day to acknowledge the complaint falls on a weekend or public holiday, we have until the next working day to provide an acknowledgement.
- 4.4 Our obligation to investigate begins as soon as we receive the complaint, not after the 30-day acknowledgement period

5 Acknowledging the complaint

- 5.1 We will confirm we have received the complaint and that we will look into it.
- 5.2 Generally, we will respond in the same way we received the complaint. For example:
 - If the complaint is via email, we will reply via email
 - If the complaint is in writing, we will send an acknowledgement letter
 - If the complaint is verbal (e.g. over the phone or face-to-face), we will acknowledge this verbally and follow up in writing
- 5.3 If the complaint is made via social media, we will ask for an alternative contact method instead, as this is not a secure way of communicating.

6 Verifying identity and authority

- 6.1 If we have any doubts about the complainant's identity, we will ask them for proof of ID at the earliest opportunity before we respond. If we have enough information to be sure about the complainant's identity, we will not ask for more.
- 6.2 If we receive a complaint on behalf of another person (a third party), we will check that the third party is authorised to act on the other person's behalf. The form of evidence we need depends on the circumstances, but some examples are:
 - An appropriate power of attorney; or
 - A signed letter of authority from the person they are acting on behalf of.
- 6.3 If we have no evidence that a third party is authorised to act on someone's behalf, we will not investigate the complaint until we receive the appropriate authority.

7 Investigating the complaint

- 7.1 We will investigate the complaint without undue delay. This means we will look into the issue as soon as possible.
- 7.2 We will start by:
 - Looking at all the relevant facts thoroughly, fairly and accurately

- Speaking to relevant members of staff
- Comparing the information from the complaint with the information we hold
- Checking we have upheld our own terms, policies and standards

7.3 If we are not sure what the complaint is about, we will ask the person making it for more information as quickly as possible. We will also ask what outcome they are looking for.

7.4 The time we spend on the investigation will depend on the scale and complexity of the issue. We will:

- Make an appropriate level of enquiries based on the circumstances of each complaint
- Be able to justify why we handled a complaint in the way we did

7.5 We will consider each complaint on a case-by-case basis. A complex complaint may take longer than 30 days to investigate, but we will be able to justify why any delay is necessary.

8 Keeping the complainant informed

8.1 We will keep the person making the complaint updated on the progress of the investigation without undue delay. This means keeping them up to date with timeframes and explaining any delays.

8.2 If the investigation is likely to take some time, we will follow up on our initial response so the complainant knows we are working on it. We will provide them with a date for when we expect to finish our investigation and a point of contact for any questions.

9 Providing the outcome

9.1 When we have completed our investigation, we will let the complainant know the outcome as soon as possible (without 'undue delay').

9.2 If we are able to investigate the complaint and provide an outcome within 30 days, we are not required to provide an acknowledgement and outcome separately. However, we will normally acknowledge the complaint as soon as possible, so the complainant feels reassured that we are looking into it.

9.3 When we share the outcome, we will:

- Explain what we have done to resolve the complaint and, where appropriate, any actions we have taken as a result
- If we think that we have complied with data protection law, explain this in detail to the complainant
- Provide enough information to help the complainant understand how we have reached our conclusion

10 Record keeping

10.1 For each data protection complaint we receive, we will keep a record of:

- The date we received it
- Our acknowledgement
- Any relevant conversations and documents
- The outcome of the complaint
- Any actions we took as a result of our investigation

10.2 We will retain these records in line with our data retention schedule.

11 Complaints to the Information Commissioner's Office (ICO)

11.1 If a complainant is not satisfied with our response to their data protection complaint, they have the right to complain to the Information Commissioner's Office (ICO)

11.2 The ICO can be contacted at:

- Website: www.ico.org.uk/make-a-complaint
- Telephone: 0303 123 1113
- Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF