Tarbiyyah Global Academy
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CONCERNS AND COMPLAINTS POLICY

Raising a concern, making a complaint, and how we put things right

ACADEMIC YEAR 2026 – 2027

Policy name	Concerns and Complaints Policy 2026–2027
Applies to	Parents of current pupils and anyone with an interest in the Academy
Policy owner	Headteacher
Approved by	Ustadh Abu Zayn Haneef Sandhar, Headteacher
Agreed with	The Chair of Trustees, Tarbiyyah Education Trust
Date of issue	1 September 2026 (version 1.2)
Next review due by	31 August 2027
Read alongside	Parent Communication Charter; Admissions Policy; SEND and Inclusion Policy; Child Protection and Safeguarding Policy
Availability	Published on the Academy website and Parent Portal. Available in large print or another accessible format on request.

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1. Purpose

Tarbiyyah Global Academy aims to provide an excellent education and service. When things go wrong, we want to know, so that we can put them right and learn from them. This policy explains how to raise a concern and, if needed, make a formal complaint. We handle every concern fairly, openly and promptly, and in keeping with the Islamic principles of justice, good opinion of others (husn al-dhann) and reconciliation.

2. Concerns and Complaints

- A concern is a worry or doubt about something the Academy has or has not done. Most concerns are resolved quickly and informally.
- A complaint is a clear statement of dissatisfaction that requires a formal response.

The Academy records complaints and their outcomes. The number of formal complaints registered in the previous academic year is made available to parents on request. As a new Academy, there were no formal complaints before launch.

Concerns about the safety of a child are not handled under this policy; they are referred immediately to the DSL under the Child Protection and Safeguarding Policy. Concerns about staff conduct that may affect children are handled under the allegations procedure.

3. Timescales

All timescales are in school days (Monday to Friday during term time, UK). Complaints received in school holidays are treated as received on the first school day afterwards. Because families live in different time zones, meetings are offered by video call at mutually convenient times.

4. Stage 1 — Raising a Concern (Informal)

Step	Who to contact
1	The class or subject teacher, through the Parent Portal
2	The form tutor, if unresolved or if the concern is broader
3	The Pastoral Lead or relevant senior leader
4	The Headteacher

We aim to acknowledge every concern within two school days (48 hours) and to resolve most within five school days. If the concern is about the Headteacher, contact the Chair of Trustees directly.

5. Stage 2 — Formal Complaint to the Headteacher

If a concern is not resolved, parents may make a formal complaint in writing to globalacademy@tarbiyyah.co.uk, marked "For the attention of the Headteacher", using the Complaint Form (also available from the Academy office) or an email that gives the same information. Complaints should be made within three months of the issue arising.

- The Headteacher (or a senior leader not involved) acknowledges the complaint within five school days and offers a video meeting.
- The complaint is investigated, including review of relevant records such as lesson recordings where appropriate.
- A written response with reasons and any action is sent within ten school days of acknowledgement. If more time is needed, parents are told why and given a new date.

If the complaint is about the Headteacher, Stage 2 is conducted by the Chair of Trustees.

6. Stage 3 — Complaints Panel Hearing

If parents remain dissatisfied, they may ask for their complaint to be heard by a Complaints Panel by writing to the Chair of Trustees within ten school days of the Stage 2 response.

- The request is acknowledged within five school days.
- The Panel comprises at least three people who have not been involved in the matters complained about, at least one of whom is independent of the management and running of the Academy.

- The hearing takes place by video call (or in person if requested and practicable) within twenty school days of the request, with at least five school days' notice.
- Parents may attend and be accompanied by one person, and may submit further documents at least five school days before the hearing.
- The Panel may make findings and recommendations. The decision, with reasons, is sent in writing to the parents, the Headteacher and, where relevant, the person complained about, within ten school days of the hearing.
- The Panel's findings and recommendations are available for inspection by the Headteacher and trustees, and a copy is kept on file.

7. Records and Confidentiality

A written record is kept of all complaints, whether resolved at Stage 2 or Stage 3, the action taken, and the outcome. Correspondence, statements and records are confidential, except where access is required by law or requested by an accreditation body. Records are kept in line with the Data Protection Policy.

8. Unreasonable or Repeated Complaints

The Academy is committed to dealing with all complaints fairly. Where a complainant behaves unreasonably (for example abusive communication or repeatedly reopening a matter that has completed the procedure), the Headteacher or Chair may limit contact to a single channel, and may inform the complainant in writing that the procedure has been exhausted and the matter is closed. Complaints should not be made on social media or in public group chats.

9. External Routes

The decision of the Complaints Panel is the final stage of the Academy's procedure. This does not affect families' statutory rights, including their rights as consumers under the Consumer Rights Act 2015, and families may seek independent advice at any stage. Safeguarding concerns can always be raised directly with the local authority.

Approved by: Ustadh Abu Zayn Haneef Sandhar, Headteacher · Next review due: 31 August 2027 · Tarbiyyah Global Academy · A specialist education, rooted in faith