



The Pioneers Academy

Complaints Policy

THE PIONEERS ACADEMY

COMPLAINTS POLICY

1. Purpose

The Pioneers Academy aims to deal with all complaints fairly, respectfully and as quickly as possible. The school will listen to concerns, investigate them appropriately and take reasonable action to resolve issues.

All complaints will be treated confidentially and records will be kept of the complaint, actions taken and the final outcome.

2. Stage 1 – Deputy Head Teacher

The first point of contact for any complaint is:

Mr Saif Ahmad
Deputy Head Teacher and Lead Designated Safeguarding Lead (DSL)

Mr Ahmad will listen to the complaint, investigate the matter where appropriate and aim to resolve the issue at the earliest opportunity.

Where possible, complaints should be raised as soon as possible and should include relevant information or evidence.

3. Stage 2 – Head Teacher

If the complaint cannot be resolved by Mr Saif Ahmad, or if the complainant remains dissatisfied with the outcome, the complaint will be passed to:

Mrs Shabnam Parveen
Head Teacher

The Head Teacher will review the complaint, consider any relevant evidence and provide a response.

4. Stage 3 – Proprietor

If the complaint cannot be resolved by the Head Teacher, it will be referred to:

Dr Saeed Al Ghadie
Proprietor

The Proprietor will review the complaint and the actions already taken. Where necessary, the Proprietor may arrange for an independent panel to consider the complaint and assist in reaching a fair and appropriate outcome.

The panel will consider the information available and may make recommendations regarding the complaint and any actions required.

5. Safeguarding Complaints

Complaints relating to safeguarding will be dealt with under the school's safeguarding procedures and referred immediately to the appropriate Designated Safeguarding Lead.

6. Record Keeping

The school will keep a confidential record of complaints, including the nature of the complaint, actions taken, meetings or discussions held and the final outcome. Records will be stored securely and only accessed by those who need the information. This follows the existing policy approach to confidential complaint records.

7. Commitment to Fairness

The school will ensure that complaints are handled fairly, respectfully and without unnecessary delay. The school will consider complaints carefully and use relevant findings to improve its policies, procedures and practice where appropriate.

APPROVED BY: The Headteacher

Date: 2nd September 2026

Signed: *S. Parveen*