

19 March 2025

Ref: IC-370128-M6L0

Request

You asked us whether we have received any complaints about or have any pending open complaints about Alkauthar Academy.

We received your request on 5 March.

We have handled your request under the Freedom of Information Act 2000 (the FOIA).

Our response

We do not hold any information within the scope of your request.

Having searched our case management system, I can find no record of any complaints lodged with us about Alkauthar Academy.

In line with our retention schedule, complaint cases are usually deleted two years after closure of the case. Therefore, if any complaints were lodged with us and closed longer ago than that, we would not longer hold record of them.

This concludes our response.

Next steps

You can ask us to review our response. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days.

You can read a copy of our full [review procedure](#) on our website.

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority.

You can [raise a complaint](#) through our website.

Your information

Our [privacy notice](#) explains what we do with the personal data you provide to us, and sets out [your rights](#). Our [Retention and Disposal Policy](#) details how long we keep information.

Yours sincerely



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