



COMPLAINTS POLICIES AND PROCEDURES

Introduction

Tanzeel endeavours to provide a sound Islamic education for all our children. The staff places strong importance on the need to providing positive role models for its pupils by personal example.

This documents sets out the complaints procedures that Tanzeel follows. It is the responsibility of the Director in-charge and complaints to oversee the correct implementation of the complaints policy of the school. All staff will periodically be informed and updated of the complaint policy.

What can you expect from Tanzeel when making a complaint?

1. We will communicate our complaints policy to parents, for clarity of the procedures.
2. We will treat all complaints seriously
3. We will pursue all avenues to resolve any concerns raised
4. We will be impartial when dealing with complaints
5. We will ensure confidentiality when handling complaints
6. We will set out a clear timeline when dealing with concerns
7. We will make sure you have the opportunity to discuss the complaint with us

8. We will inform you of the progress of the issue raised
9. We will document all complaints as part of our complaints procedure
10. We will endeavour to improve our provision/services once the complaint has been resolved, where necessary
11. We will adhere by all Child Safeguarding guidance
12. We will respect cultural sensitivities, where necessary.

Tanzeel has three levels of handling complaints

Level 1 – Teachers and Head Teachers

If there are any concerns with your child's progress/ achievement or anything else, you should, at the first point of call, raise this up with the classroom teacher or the Head Teacher. Most concerns are usually dealt with successfully at this level.

All the above 12 points will be adhered to.

Level 2 – Centre Manager

If parents find this to be a challenge for some reason, then you are invited to raise the complaint up with a Centre Manager. All complaints will be treated with confidentiality. All the above 12 points will be adhered to.

If the complainant is still not happy with the outcome of the investigation at level 2 then they should inform the Head teacher or Centre Manager in written format labelled "private and confidential" to take their concerns to level 3.

Level 3 – Board of Directors of Tanzeel

The board of Directors will, upon receiving the letter, conduct further investigation.

This level deals with complaints that are more serious and require the involvement of the relevant Director. The Director will work in stages:

Stage 1: Establish what has happened to an open mind approach. All above 12 points will be adhered to.

Stage 2: Arrange meeting with the respective parties involved to explain the outcome of the findings and the next steps to take to resolve the issue(s).

Stage 3: Implement agreed action plan. Inform complainant in a formal written format that the complaint has been addressed and solved.

Monitoring & Evaluation Complaints

The Director in charge of complaints policy will report on the operation of the Complaints Policy and Procedure to the board of Directors once every term. This will be evidenced in the minutes.

Every complaint should act as a way of polishing the school's provision, services and safety.