



COMPLAINTS POLICIES AND PROCEDURES

Introduction

Tanzeel endeavors to provide a sound Islamic education for all our children. The staff places strong importance on providing positive role models for its pupils through personal examples.

We have set out the complaints procedures that Tanzeel follows. The Director in charge of complaints is responsible for overseeing the correct implementation of the school's complaints policy. All staff will periodically be informed and updated on the complaint policy.

What can you expect from Tanzeel when making a complaint?

- We will communicate our complaints policy to guardians to clarify the procedures.
- We will treat all complaints seriously
- We will pursue all avenues to resolve any concerns raised
- We will be impartial when dealing with complaints
- We will ensure confidentiality when handling complaints
- We will set out a clear timeline when dealing with concerns
- We will make sure you have the opportunity to discuss the complaint with us
- We will inform you of the progress of the issue raised
- We will document all complaints as part of our complaints procedure
- We will endeavor to improve our provision/services once the complaint has been resolved, where necessary
- We will adhere to all Child Safeguarding guidance
- We will respect cultural sensitivities where necessary.

Tanzeel has two 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 guardians find this to be a challenge for some reason, then you are invited to file a complaint with a Centre Manager. All complaints will be treated with confidentiality. All the above 12 points will be adhered to.

Level 3 – Director

If parents are still not satisfied, they may contact the Directors.

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