



Parent/Guardian Complaints Policy

1. Introduction

At Madrasah Al Furqan, we are committed to providing a high standard of education and care for all students. We value strong partnerships with parents and guardians, and we believe that clear communication helps us resolve concerns quickly and fairly. This policy explains how parents or guardians can raise complaints and how we will respond.

2. Aims of the Policy

This policy is designed to:

- Provide a clear and fair way to deal with complaints.
- Make sure complaints are handled quickly and appropriately.
- Maintain a good relationship with parents/guardians while dealing with issues.
- Meet legal and educational standards.

3. Who the Policy Applies To

This policy applies to all parents, guardians, and carers of children attending the Madrassah. It covers complaints about:

- Teaching and learning
- Student care and behaviour
- Facilities and resources
- General Madrassah operations

4. Anonymous Complaints

The Madrassah usually does not investigate anonymous complaints. However, the Headteachers or Chair of Trustees may decide to investigate if they believe the matter is serious.

5. Time Limit for Making a Complaint

Complaints should be made within three months of the incident. If there were several related incidents, the complaint should be made within three months

of the most recent one. Complaints made after this period may only be considered in exceptional cases.

6. How to Raise a Complaint

Step 1: Informal Resolution

- We encourage parents/guardians to speak directly with the staff member involved (such as a teacher or the Headteachers).
- Most problems can be sorted out quickly through open and respectful discussion.

Step 2: Formal Complaint

If the issue cannot be resolved informally, a formal complaint can be made by:

- Writing a letter or email to the Headteachers.
- Completing a complaint form, available at the Madrasah office.

The complaint should include:

- A clear explanation of the issue.
- Any steps already taken to try to resolve it.
- What outcome or solution is expected.

7. What Happens Next

1. Acknowledging the Complaint

- The Madrasah will confirm receipt of the complaint within 3 working days.
- The Headteachers will review the complaint and may request more details if needed.
- If the complaint is about the Headteachers, it should be sent to the Chair of Trustees instead.

2. Investigation

- The Headteachers will carry out a full and fair investigation.
- This may include speaking to staff, reviewing documents, or speaking with witnesses.
- The process will be handled confidentially and with respect for everyone involved.

3. Response

- After the investigation, the Headteachers will provide a written response within 10 working days.
- The response will include:
 - A summary of the complaint.
 - The outcome of the investigation.
 - Any actions taken or proposed.
- If more time is needed, we will let the parent/guardian know the reason and give a new response date.

8. Appeals Process

If the parent or guardian is not satisfied with the outcome, they can appeal in writing to the Board of Trustees within 10 working days of receiving the Headteachers response.

9. Review by the Board of Trustees

- The Board will review the complaint and how it was handled.

They may:

- Support the Headteachers decision.
- Recommend further investigation.
- Change the decision or offer a different resolution.

A final written response will be given within 20 working days of receiving the appeal. The Board's decision will be final.

10. Confidentiality

- All complaints will be kept confidential.
- Only those involved in handling the complaint will have access to the information.
- Making a complaint will not affect how a child is treated at the Madrasah.
- Parents/guardians are not allowed to make digital or audio recordings of meetings or conversations.

11. Support for Parents/Guardians

Parents or guardians can contact the Madrasah at any point during the process for support. We are committed to making sure no one is treated unfairly or negatively because they raised a concern or

Next Review Date: 31 August 2026

