



COMPLAINTS POLICIES AND PROCEDURES

Introduction:

Taleem Institute strives to provide students with the knowledge and practical skills needed to be good Muslims. Our staff are positive role models to students.

Below we set out the complaint's procedures that Taleem follows. It is the responsibility of our senior management to oversee the correct implementation of the complaints policy of the school. All staff will be informed and updated of any changes to our complaint policy.

The policy aims to ensure that all complaints from parent are dealt with as quickly as possible, and by the person best able to do so.

The period of consideration will vary with the complexity of the complaint and the urgency with which it needs to be settled.

Parent should be informed of the procedures for making complaints and appealing against decisions.

What can you expect from Taleem when making a complaint?

1. All complaints channels shall remain open to parents.
2. We will treat all complaints seriously.
3. Pursue all avenues to resolve any concerns that are raised.
4. Impartial when dealing with complaints
5. 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. Inform parents of the progress with the issues raised
9. Document all complaints as part of our complaint's procedure
10. Endeavour to improve our provision/services once the complaint has been resolved, where necessary
11. Adhere to all child safeguarding guidance
12. Respect for cultural sensitivities, when necessary.

Taleem operates with three tiers when handling complaints:

Tier 1 – Teachers and Head Teachers

If there are any concerns with your child's progress/ achievement or anything else, you should, at the first opportunity, raise this 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.

Tier 2 – Centre Manager

If parents find this to be a challenge for some reason, then you are invited to raise the complaint to our center manager. All complaints will be treated with confidentiality.

If the complainant is still not satisfied with the outcome of the investigation by our center manager then they should inform the Head teacher or Centre Manager in a written word document labelled "private and confidential" to escalate their concerns to tier 3.



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Tier 3 – Board of Directors for Taleem

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

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 with an open mind.

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 for meetings.

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