



Complaints Policies and Procedures

Introduction

Taleem Institute is committed to providing students with both the knowledge and practical skills necessary to embody the values of Islam in their daily lives. Our dedicated staff serve as positive role models, fostering an environment of respect, integrity, and personal growth.

As part of our commitment to maintaining high standards, we have a clear and structured complaints procedure in place. This ensures that any concerns raised by parents or guardians are handled fairly, efficiently, and in a timely manner. The senior management team is responsible for overseeing the proper implementation of the complaints policy, ensuring that all staff are aware of their roles and responsibilities in addressing concerns. Any updates or changes to the policy will be communicated to staff to ensure consistency in handling complaints.

Our complaints policy is designed to resolve issues as swiftly as possible by directing concerns to the most appropriate person. The length of time required to review a complaint will depend on its complexity and the urgency with which it needs to be addressed.

We also ensure that parents and guardians are fully informed of the procedures for submitting complaints and appealing decisions, promoting transparency and trust between the institution and the families we serve.

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 complaints procedure
10. Where necessary to improve our provision/services once there has been a resolution
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 Headteacher. 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 centre manager. All complaints will be treated with confidentiality. If the complainant is still not satisfied with the outcome of the investigation by our centre 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.

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 responsible for overseeing the complaints policy will provide a detailed report on the operation and effectiveness of the Complaints Policy and Procedure to the Board of Directors at least once every term. This report will include an overview of the number and nature of complaints received, how they were addressed, and any trends or recurring issues that need attention. The discussion and outcomes of these reports will be formally documented in the minutes of board meetings to ensure transparency and accountability.

Taleem Institute views every complaint as an opportunity for continuous improvement. By carefully analyzing concerns raised by parents, students, or staff, we aim to enhance the quality of our educational provision, refine our services, and improve the overall safety and well-being of our school community. Constructive feedback allows us to identify areas for development, implement necessary changes, and maintain high standards across all aspects of the institution.