

مدرسة مسجد عائشة
MASJID AYESHA MADRASAH

Complaints Policy

Policy Number: 101

Version: 1.0

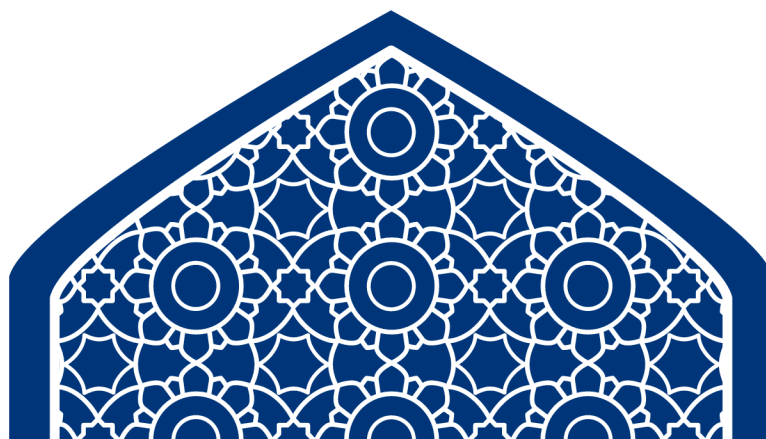
Approved By: Management Committee

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1. Policy Statement

Masjid Ayesha Madrasah is committed to providing a high standard of Islamic education in a safe, respectful, and nurturing environment. We value feedback from parents, carers, pupils, staff, and members of the community.

We recognise that concerns or complaints may arise from time to time. All complaints will be taken seriously and handled fairly, promptly, and confidentially.

Our aim is to resolve issues at the earliest possible stage in a constructive and respectful manner.

2. Scope

This policy applies to complaints relating to:

- Teaching and learning
- Behaviour management
- Safeguarding procedures (non-urgent matters)
- Communication
- Administration or fees
- Health and safety
- Conduct of staff or volunteers

This policy does not replace statutory safeguarding procedures. Any safeguarding concerns should be reported immediately to the Designated Safeguarding Lead (DSL).



3. Principles

We will ensure that:

- Complaints are treated seriously and without prejudice.
- All parties are treated with respect.
- Confidentiality is maintained.
- Investigations are fair and proportionate.
- No person is treated unfairly for raising a genuine concern.
- Complaints are resolved as quickly as possible.

4. Informal Stage (Stage 1)

Most concerns can be resolved informally.

Parents or complainants are encouraged to:

1. Speak directly to the class teacher or relevant staff member.
2. If unresolved, speak to the Headteacher.

The Madrasah will aim to resolve informal complaints within 5 working days.



5. Formal Complaint (Stage 2)

If the matter is not resolved informally, the complaint should be submitted in writing to the Head Teacher.

The written complaint should include:

- Full name and contact details
- Details of the complaint
- Relevant dates
- What resolution is being sought

The Madrasah will:

- Acknowledge receipt within 3 working days
- Investigate the complaint
- Provide a written response within 10 working days

Where more time is required, the complainant will be informed.



6. Escalation to Trustees (Stage 3)

If the complainant remains dissatisfied, they may request that the matter be reviewed by the Madrasah Trustees / Management Committee.

A written request must be made within 10 working days of receiving the Stage 2 response.

The Trustees will:

- Review the complaint
- Consider previous findings
- May invite the complainant to a meeting
- Issue a final written decision

The Trustees' decision is final within the Madrasah's internal process.

7. Safeguarding Complaints

If a complaint relates to child protection or safeguarding:

- It will be referred immediately to the Designated Safeguarding Lead.
- If it concerns the DSL, it will be referred to the Chair of Trustees.
- External agencies (e.g., Local Authority, LADO, Police) may be contacted where required.

Safeguarding matters will always take priority.



8. Confidentiality

All complaints will be handled confidentially.

Information will only be shared on a need-to-know basis.

Records of complaints will be stored securely in accordance with Data Protection Act 2018 and UK GDPR.

9. Vexatious or Malicious Complaints

Masjid Ayesha Madrasah reserves the right to:

- Decline to pursue complaints that are malicious, abusive, or repetitive.
- Restrict communication where behaviour becomes unreasonable.

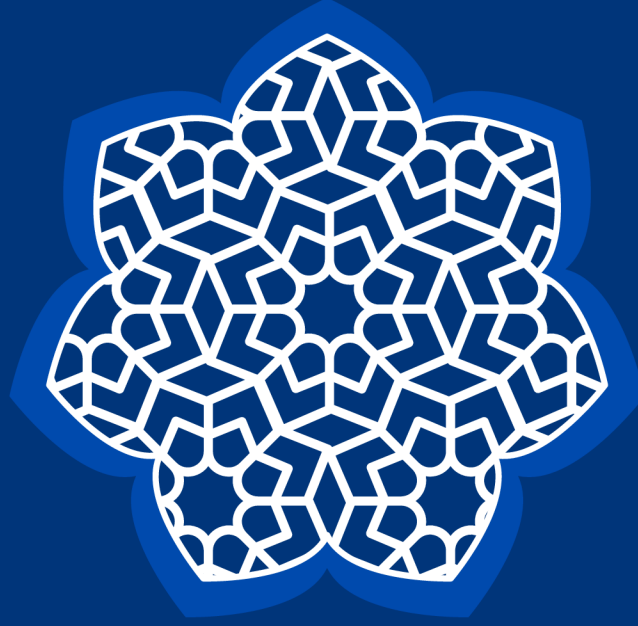
This will not affect genuine complaints raised respectfully.

10. Record Keeping

A record of all formal complaints will be maintained, including:

- Date received
- Nature of complaint
- Investigation steps
- Outcome
- Date resolved

Records will be retained in line with Madrasah data retention procedures.



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