

Zainabiya Madressa Complaints Policy

Zainabiya Madressa's intention is to work in partnership with parents and the community in general and welcomes any suggestions on how to improve the Madressa.

The difference between a concern and a complaint

A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

It is in everyone's interest that concerns, and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints policy. Madressa takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. Please contact the Principal who will either deal with the complaint or refer you to another member of the Management Team.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, Madressa will attempt to resolve the issue internally, through the stages outlined within this complaints policy.

Making concerns known:

A parent who is uneasy about any aspect of the Madressa should first talk through any worries or anxieties with (depending on nature of the complaint and who it is about)

- o Class Teacher
- o Head of Department
- o Principal/ Management Team

If this does not have a satisfactory outcome, or if the problem recurs, parents should put the concerns or complaints in writing and request a meeting with the Principal. An agreed written record of the discussion should be made

Most complaints should be resolved informally if possible, at the initial stage and we believe that most complaints are made constructively and can be managed at an early stage.

We also believe that it is in the best interests of the Madressa that complaints should be taken seriously and dealt with fairly, in a way which respects confidentiality

If the matter is still not resolved to the parent's satisfaction, the parent should contact the EC Committee. This should also be done in writing.

Parental Involvement

Parents are the first educators of their children. The aim of the Madressa is to support their essential work.

The Madressa will:

- Make parents aware of the Madressa's system and policies
- Ensure that all parents are fully informed about meetings, training and parents' meetings
- Make known to all parents the system for registering queries, complaints or suggestions

Resolving complaints

At each stage in the procedure, Zainabiya Madressa wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of, will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies considering the complaint
- an apology

Updated May 2024

Changes to the Policy

The Madressa reserves the right to make any changes and revisions to, or withdraw all or parts of, this policy from time to time as it considers appropriate without prior consultation or notice.