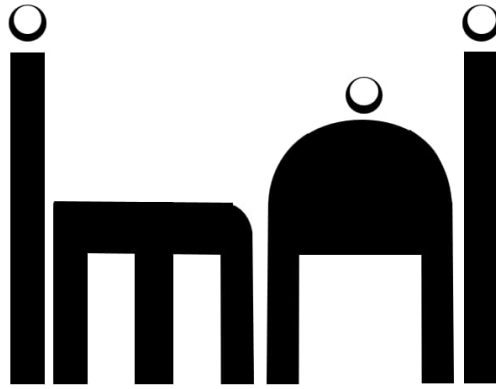


مَعْهَدُ الْإِمَامِ مُحَمَّدِ أَدَمِ الْإِسْلَامِيِّ

Ma'had Al-Imām Muhammad Adam Al-Islāmi

A Tradition of Excellence

مَعْهَدُ الْإِمَامِ مُحَمَّدِ أَدَمِ الْإِسْلَامِيِّ



THE IMAM MUHAMMAD ADAM INSTITUTE

Complaints procedure

August 2023

Review date: August 2024

Complaints procedure

Responsible persons

Role	Staff member
Principal/Proprietor	Shaykh Faheem Ibn Ismaeel

We take any complaint seriously and we deal with them professionally following set procedures.

We believe complaints need to be resolved as quickly as possible but in some cases we need to establish whether the issue brought to our attention is a complaint or an actual concern. In such cases 'many issues can be resolved informally without the need to invoke formal procedures'.

1. Aims & Objectives

- To deal with any complaint against the school or any individual connected with it by following the correct procedures.
- To deal with all complaints thoroughly and by being open, honest and fair when dealing with the complainant.

2. Role of the Proprietor (who is also the Principal)

The Proprietor will:

- deal with all complaints impartially and in a non-adversarial manner;
- keep the complainant fully updated at all stages of the complaints procedure;
- keep records;
- not share third party information;
- seek an interpreter if the need arises;
- ensure full and fair investigations are undertaken by an independent person where necessary;
- ensure confidentiality at all times;
- ensure all complaints are resolved as quickly as possible within realistic time limits;
- log all complaints received by the school and records how they were resolved;
- monitor and review complaints to see how they can contribute to school improvement.

3. Complaint procedures

Stage 1 (Informal Stage)

- Complainant has an informal discussion with the school office
- If after the discussion the matter is not resolved or if the complainant is not happy with the way that it has been handled then the process moves to the next stage.
- However, every effort should be made to resolve the matter at this stage.

Stage 2 (Formal Stage)

- The complainant should write to the Proprietor of the complaint who will undertake an investigation and reply in writing to the complainant within 15 days.

Complaints procedure

- However, if the complainant is not satisfied with the outcome then the complainant should move to the next stage.

Stage 3 (Formal Stage)

If you are still not satisfied, write to the Proprietor and request an appeal hearing. The hearing will be arranged to take place within the following four weeks.

The procedure at this stage is as follows:

1. The appeal hearing Panel will be made up of three people who were not directly involved in the previous consideration of the complaint; two members of staff and one of whom will be completely independent of the school.
2. Parents are allowed to be accompanied to the Panel hearing by one member of the community if they wish. They will be notified of this prior to the meeting.
3. The Panel will make findings and recommendations and ensure all parties concerned will be given a copy of any findings and recommendations within 2 weeks of the hearing. The copy will be:
 - Sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about; and
 - Available for inspection on the school premises by the Proprietor.

We ask the complainant to:

- cooperate with school to find a solution to the complaint as quickly as possible;
- provide enough information as possible;
- be respectful to everyone involved in the complaint procedure.

All Complaints remain confidential (regardless of what stage the issue was resolved)

Number of formal complaints during the academic year 2022-2023:	0
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