



Taha Academy

Building bridges between the servants and their lord.

Address: Harris Academy, Lamb Lane RM13 9XD **Phone:** 07375225859 **Email:** info@tahaacademy.com

Complaint Procedure Policy

Introduction

At Taha Academy we work hard to provide an excellent education to all the students. The main drive towards our success is the continual determination to make learning a pleasurable, exciting and motivating experience to help integrate Islamic principles into the students' daily lives. Therefore, any concern a parent may have is taken very seriously to keep our Academy at its quality.

It is the responsibility of the Management to oversee the correct implementation of the complaints policy of the school. All staff will periodically be informed and updated of the complaint policy

- **Please adhere to the following stages when issuing a complaint**

Stage 1 – Teaching & Learning Coordinator

If any parent wants to raise a concern or address a complaint regarding their child's progress/achievement or any other matter, we advise all parents to raise the issue to the branch Teaching & Learning Coordinator. We believe most concerns are usually dealt with to the parent's satisfaction at this stage. For referencing, we make a note and record the complaint/concern made by the parent in order to raise the concern to the senior staff if need be. All complaints will be treated with confidentiality.

If parents find it difficult to raise their complaint/concern to the teacher, then you are more than welcome to raise the complaint to the Head Teaching & Learning Co Ordinator (**Stage 2**).

Stage 2 – Head Teaching & Learning Co Ordinator

At this stage we will have our Head Teaching & Learning Co Ordinator involved depending on the severity of the complaint/concern.

The Head Teaching & Learning Co Ordinator will carry out the following steps:

- Find out on what has taken place
- Arrange meeting with the parents/carer
- Inform complainant in a formal written format to inform what action has taken place and if the problem has been solved

Thereafter, if the parent/carer is not satisfied with the decision made or they feel as though the situation has not been dealt with appropriately. The parent/carer is entitled to inform the Director.



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Stage 3 – Meeting With Director (Final Stage)

The Director will hold a final meeting with the parent/carer, assess the situation and will conclude with the final decision

Director will raise the concern during staff meeting if need be to avoid any complaint of this nature arising in the near future

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.

This policy will be reviewed annually and may be subject to change.

Taha Academy Management

(See Chart Below)

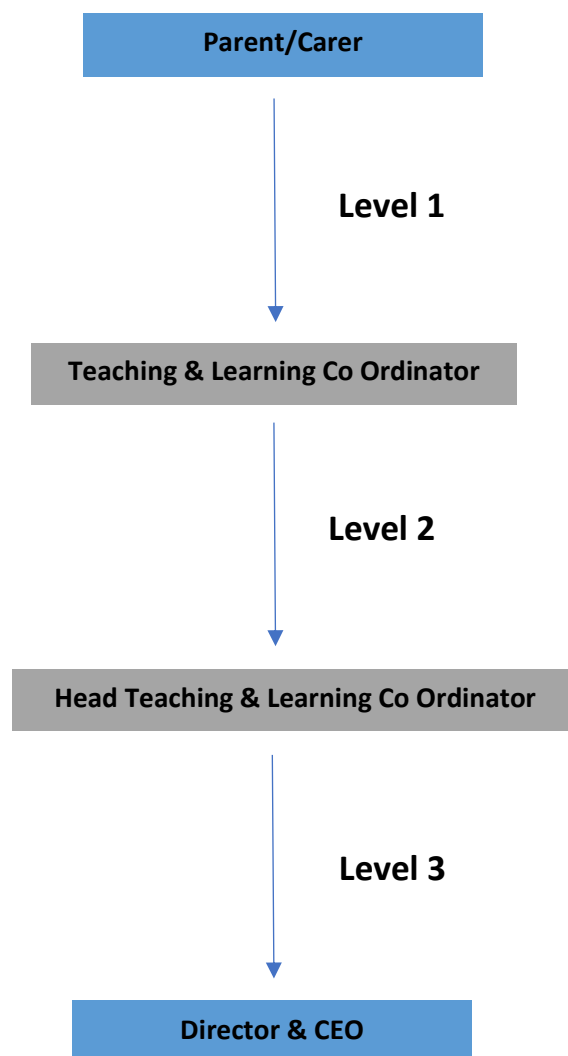


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Complaint Procedure – Chart



Addressing any concern at Level 1 will take 7 days to complete

Addressing any concern at Level 2 will take 14 days to complete

Addressing any concern at Level 3 will take 21 days to complete