Complaints Procedure

MADANI MADRASAH · 2026–27

Organisation	Madani Madrasah, Muslim Community College (Intl) · Registered Charity No. 1200396
Applies to	Parents, carers, pupils and members of the public
Policy date	November 2026
Next review	August 2027
Policy lead	Shaykh Mohammed Ahmed, Headteacher

1. Our commitment

We want to hear when something is not right, and most concerns can be settled quickly by speaking to the right person. Every concern is treated seriously, fairly and in confidence, and no child will be treated differently because a parent has raised one.

We ask everyone involved to keep to the adab of our ethos: to speak honestly and courteously, and to seek a resolution in good faith.

2. What this procedure covers

This procedure covers concerns and complaints about the Madrasah's teaching, staff conduct, decisions, communication, facilities or fees.

Some matters follow a different route:

Matter	Route
A child is at risk of harm, or an allegation against an adult working with children	Report at once under our Safeguarding & Child Protection Policy: safeguarding.mccintl@gmail.com or 07542 547 498. In an emergency call 999.
How we have handled personal information	Our Privacy & Data Protection Policy
Staff grievances and whistleblowing	The procedures in staff contracts
The school day at Madani Boys School or Madani Girls School	Madani Schools Federation, which is a separate organisation

3. The three stages

Stage	Who deals with it	How to raise it	Our response
1. Informal concern	Class teacher, or the Madrasah office	ClassDojo message, the Madrasah phone or WhatsApp (07542 547 498), or in person by appointment	Normally within 5 Madrasah days
2. Formal complaint	Headteacher	In writing to headteacher@mccmadrasah.co.uk, or by letter to the Madrasah address	Acknowledged within 3 Madrasah days; written outcome within 15 Madrasah days
3. Review	A review panel of MCC (Intl) Trustees who have had no prior involvement	In writing within 10 Madrasah days of the Stage 2 outcome	Written decision within 20 Madrasah days

"Madrasah days" are days on which the Madrasah is open. If we need longer, for example during holidays, we will tell you why and give a new date.

4. Stage 1: Informal concern

Please raise a concern as soon as possible, ideally within a few days. Speak first to your child's class teacher, who knows your child best. If the matter is not about the class, or you would rather not raise it with the teacher, contact the Madrasah office. Most concerns end here.

Please do not raise concerns with a teacher at the classroom door during a session, as they are supervising children.

5. Stage 2: Formal complaint

If you are not satisfied after Stage 1, write to the Headteacher. Please include:

- Your name, your child's name and class, and how to contact you
- What happened, when, and who was involved
- What has been done so far
- What you would like to see happen

Complaints should be made within three months of the event. The Headteacher will investigate, which may include speaking to you, to staff and, where appropriate, to pupils, and will reply in writing with the findings, the reasons and any action to be taken.

6. Stage 3: Review

If you remain dissatisfied, you may ask for a review. Write to the Chair of Trustees, Muslim Community College (Intl), 77 Evington Valley Road, Leicester, LE5 5LL, marked "Private and Confidential", saying which parts of the outcome you disagree with and why.

The panel will consider the papers and may invite you and the Headteacher to a meeting. You may bring a relative or friend for support. The panel's written decision is final and completes the Madrasah's procedure.

7. Complaints about the Headteacher

A complaint about the Headteacher is sent to the Chair of Trustees at the address in section 6. It is dealt with at Stage 2 by a Trustee who has had no prior involvement. Any review at Stage 3 is heard by different Trustees.

8. Possible outcomes

A complaint may be upheld, partly upheld or not upheld. Where we have got something wrong, we will say so and may offer an explanation, an apology, a change to a decision, or a change to how we do things. Action taken in relation to an individual member of staff is confidential.

9. Fairness and conduct

- **Confidentiality:** information is shared only with those who need it to deal with the complaint.
- **Anonymous complaints** are not normally investigated, but the Headteacher will consider whether the matter needs looking into, and will always act on a safeguarding concern.
- **Social media:** please raise concerns with us directly and not online, so that they can be resolved fairly for everyone involved.
- **Unreasonable behaviour:** we will not accept abusive, threatening or persistently repeated contact. Where a complaint has completed all three stages, we may decline to reopen it.

10. Records

The Headteacher keeps a written record of every formal complaint, the stage it reached and its outcome. Records are kept securely in line with our Privacy & Data Protection Policy and are reviewed each year to see what we can improve.

11. If you remain concerned

Muslim Community College (Intl) is a registered charity. A serious concern about how the charity is run can be raised with the Charity Commission for England and Wales at www.gov.uk/complain-about-charity. The Charity Commission does not usually deal with individual disputes about a service.

12. Related policies

Safeguarding & Child Protection · Behaviour & Adab · Anti-Bullying · Privacy & Data Protection · Fees & Payments