



# Jamiah Farooqiah Bradford

432 Barkerend Road, Bradford BD3 8QJ

Charity No 1156647

[www.JamiahFarooqiah.Wix.com/index](http://www.JamiahFarooqiah.Wix.com/index)

Email: JamiahFarooqiah@gmail.com

## Complaints Policy and Procedures

Some issues can be resolved easily and quickly by speaking directly to a staff member at the Madrassah.

However if the answer is unsatisfactory the complaint can be presented to the head teacher.

If the complaint remains unresolved, a further Complaint Form FB010 needs to be filed by the complainant as soon as possible.

If the complaint is not resolved within seven days a final a decision will be made by the Chairperson or custodians of Madrassa Farooqiah within seven days of receiving the complaint form FB010

Jamiah Farooqiah encourages feedback because it is used to improve services.

## **Complaint Form**

**Date of Complaint**

Status

Complaint

How can it be put right or expected outcome

Name of complainer

Address

City

Phone

Email

**Recording Staff**

**Resolution**