



THE QURAN HUB

Revised Sep 2026

Complaints Policy

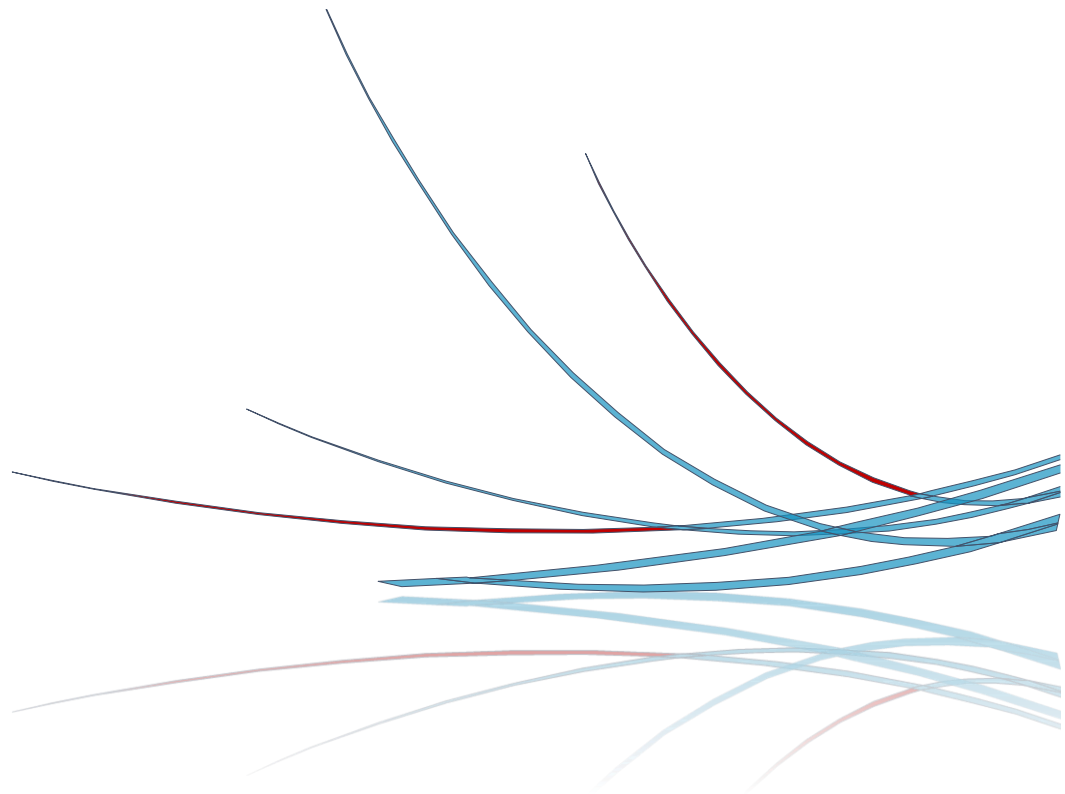


TABLE OF CONTENTS

1. PURPOSE AND ISLAMIC ETHOS.....	2
2. SCOPE AND PRINCIPLES.....	2
3. ROLES AND RESPONSIBILITIES.....	2
4. HOW TO RAISE A CONCERN.....	3
5. STAGES.....	3
STAGE 1 – INFORMAL CONCERN / EARLY RESOLUTION.....	3
STAGE 2 – FORMAL INVESTIGATION.....	3
STAGE 3 – FINAL INTERNAL REVIEW / APPEAL.....	4
8. SAFEGUARDING, STAFF CONDUCT AND DATA PROTECTION.....	4
9. CONFIDENTIALITY AND RECORDS.....	4
10. MONITORING AND REVIEW.....	5

“Indeed, Allah commands you to render trusts to whom they are due and, when you judge between people, to judge with justice.”

Qur’ ān 4:58

1. Purpose and Islamic Ethos

The Quran Hub (TQH) regards every child and family relationship as an amānah (trust). We therefore aim to handle concerns fairly, respectfully, promptly and without defensiveness. A complaint is also an opportunity to learn, improve our service and strengthen confidence between parents, students and staff.

This policy sets out a simple three-stage procedure for concerns about TQH's one-to-one online Qur' ān and Islamic Studies provision. It reflects our Islamic ethos, commitment to tarbiyyah, professional accountability and applicable UK legal and safeguarding expectations.

2. Scope and Principles

This policy may be used for concerns about tuition, tutor conduct, student progress, communication, administration, fees, behaviour, inclusion/SEND support, privacy or any other aspect of TQH's service.

Concerns will be taken seriously and considered on their facts. The child's welfare and best interests remain central where a complaint concerns a student. The reviewer should be sufficiently independent of the matter wherever reasonably possible. Information will be shared only with those who need it to investigate, safeguard or respond lawfully.

No student will be treated less favourably because a parent/carers raises a genuine concern. All parties are expected to communicate with adab, honesty and courtesy.

3. Roles and Responsibilities

- **Tutor / Staff Member:** listens, resolves straightforward issues within their role and escalates matters that require senior review.
- **Complaints:** admin@thequranhub.co.uk . Logs complaints, monitors timescales and coordinates formal responses.
- **Education Lead:** samirun@thequranhub.co.uk. Reviews concerns about curriculum, teaching quality, progress or tutor performance.
- **Designated Safeguarding Lead (DSL):** tahir@thequranhub.co.uk. Receives safeguarding concerns immediately.
- **Director / Final Reviewer:** Sadiq Ali. Conducts the Stage 3 review and provides the final internal decision.

4. How to Raise a Concern

Parents/carers should raise concerns as soon as reasonably possible. Stage 1 may be raised by telephone, email or an approved TQH messaging channel. Stage 2 and Stage 3 should normally be made in writing so the issues and requested outcome are clear.

- General complaints: admin@thequranhub.co.uk
- Safeguarding: tahir@thequranhub.co.uk
- Data protection: admin@thequranhub.co.uk

Where a parent needs help because of disability, language or literacy needs, TQH will make reasonable efforts to help them submit and understand the complaint process.

5. Stages

Stage 1 – Informal concern / early resolution

The concern is raised with the tutor, relevant staff member or Complaints Lead. The recipient listens, clarifies what has happened and what outcome is sought, then attempts a practical resolution. This may include an explanation, apology, correction, timetable change, tutor discussion or clarification of policy. Serious safeguarding, discrimination, staff-conduct or data-protection matters may bypass Stage 1.

Target timescale: Acknowledgement within 3 working days where not resolved immediately; response normally within 10 working days.

Stage 2 – Formal investigation

If the matter remains unresolved, the complainant should submit the complaint in writing, preferably using Appendix A. TQH will appoint an appropriate investigator who may review messages, lesson/attendance records, policies and other relevant evidence, and may speak with the parent, tutor, staff or student where appropriate. The written response will explain the issues considered, findings, reasons, action to be taken and the right to request Stage 3.

Target timescale: Acknowledgement within 3 working days; written response normally within 15 working days. If more time is required, TQH will explain why and provide a revised date. Possible outcomes include: complaint upheld in full or part, complaint not upheld, insufficient evidence to reach a firm finding, apology, correction, changed arrangements, further monitoring, staff guidance/training or a policy/process improvement.

Stage 3 – Final internal review / appeal

A request for review should normally be made within 10 working days of the Stage 2 response and should explain why the process or outcome is disputed. A Director or suitably independent senior reviewer who was not materially involved at Stage 2 will consider whether the investigation was fair, evidence-based and consistent with TQH policy. They may confirm, vary or return the matter for further investigation.

Target timescale: Review normally commenced within 20 working days; final outcome normally issued within 5 working days of the review meeting or decision. Stage 3 concludes TQH's internal complaints process.

8. Safeguarding, Staff Conduct and Data Protection

A complaint about staff misconduct may be handled under safeguarding or staff-management procedures instead of, or alongside, this policy. Confidential employment information or disciplinary outcomes may not be disclosed to the complainant.

Privacy complaints will be referred to admin@thequranhub.co.uk and handled in line with UK data-protection law. A complainant may also have the right to raise unresolved data-protection concerns with the Information Commissioner's Office (ICO).

9. Confidentiality and Records

TQH will keep a proportionate record of the complaint, evidence considered, outcome and action taken. Complaint information will be accessible only to those who reasonably need it. Records will be retained in accordance with TQH's data-retention schedule of 180 days. Anonymous or statistical complaint themes may be used for governance, training and service improvement.

10. Monitoring and Review

The Complaints Lead will monitor themes, response times and repeated issues. This policy will be reviewed at least annually and sooner following a serious complaint, significant regulatory change or material change to TQH's operations.

Appendix A – Parent/Carer Complaint Form

Please complete as much information as possible. If you require help or an accessible format, contact admin@thequranhub.co.uk

Name of complainant

Relationship to student

Student name

Tutor / class (if known)

Email

Telephone

Date(s) of concern

Person/service complained about

Complaint category

Teaching / Conduct / SEND / Safeguarding /
Data Protection / Fees & Admin / Other

1. Please describe your complaint, including what happened, when and who was involved.

2. What steps have already been taken to resolve it?

3. What outcome are you seeking?

4. Supporting evidence attached:

☐ Emails/messages ☐ Screenshots ☐ Documents ☐ Lesson/attendance records ☐

Other: _____

5. Does this involve an immediate safeguarding concern, allegation against staff, data-protection issue or disability/SEND adjustment?

☐ Safeguarding ☐ Staff allegation ☐ Data protection ☐ SEND/disability ☐ None

If there is an immediate safeguarding concern, contact safeguarding@thequranhub.co.uk without waiting for the complaints process.

Signed: _____ Date: _____

For TQH Use Only

Complaint reference	
Date received / acknowledged	
Stage	1 / 2 / 3
Assigned to	
Outcome / date	
Actions / learning	

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