



Complaints Procedure

Madrasah Noor Lancaster — Part of the Lancaster Islamic Community Hub

Date: 2026-02-01

Our aim: To resolve concerns fairly, respectfully and as quickly as possible, while maintaining good relationships.

Step 1 — Speak to the class teacher

Most concerns can be resolved quickly by speaking to your child's teacher. Please arrange a suitable time to talk.

Step 2 — Escalate to the Head Teacher

If the matter is not resolved, please contact the Head Teacher. We will review the issue and respond as soon as possible.

Step 3 — Management committee (where applicable)

If the complaint remains unresolved, it may be referred to the madrasah management committee for consideration.

Safeguarding concerns

If your concern relates to a child's safety or safeguarding, please raise it immediately with the DSL. Safeguarding matters are handled as a priority.

Jazākumu Allāhu khayran and thank you for your support.
Mowlana Nawaz, Head Teacher