

**Mazahirul Uloom London**

**Grievance Policy**

1.Mazahirul Uloom London (MUL) is committed to dealing with all grievances fairly, effectively and promptly. This policy sets out the process that you should follow if you have a complaint about matters related to your work, working conditions or how you are being treated at work.

**Informal Procedure**

2.If you have a problem, you should normally start by speaking to Deputy Head Teacher. If this is not appropriate (for example, because you have a complaint about your manager), you should speak to the Head Teacher or Principal. You may be able to agree a solution between you.

**Formal Procedure**

3.If you are not satisfied with the response or the matter is serious and you want us to deal with it formally, you can raise a formal grievance. To do this, you should put the grievance in writing and send the letter to the Head Teacher or Principal.

**Grievance Meeting**

4.A meeting will be arranged with you to discuss your grievance and to try to resolve the issues. You can be accompanied by a colleague at the meeting if you make a reasonable request.

5.We will aim to hold the meeting within 5 working days of receiving your written grievance but we may delay if it is reasonable to do so. You and your companion should make every effort to attend.

6.The Head Teacher or Principal may sometimes need to adjourn the meeting to investigate the matter further.

7.Following the meeting, the management will write to you setting out the action that they are taking.

**Appealing the Decision**

8.If you are unhappy with the management’s decision, you can appeal. You must write to the management within 5 days and state the grounds on which you wish to appeal.

9.We will arrange an appeal hearing. Whenever possible, this will be held with a school governor in attendance. You have the same right to be accompanied at the appeal meeting. We will inform you of the outcome of the appeal in writing and that decision will be final.

**Other Complaints**

10.If you have a concern about malpractice, you should raise this under our whistleblowing procedure.

**Reviewed June 2025**

**Next review June 2026**