rawḍah
MADRASAH

Muṣṭafā Mount

Parent Information Pack

2026 - 2027

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Introduction

Allah Most High commands His beloved ﷺ to say, 'O Lord, increase me in knowledge. [Surah Taha: 114] There is no Qur'anic verse in which there is a mention of an increase in blessing other than knowledge and thus with this mandate in mind, we endeavour to educate our youth with the most important knowledge, that is knowledge of the Divine and everything connected to Him so that they become God-conscious.

'The scholars are the heirs of the Prophets, for the Prophets did not leave behind a Dinar or Dirham, rather they left behind knowledge, so whoever takes it has taken a great share.' [Sunan ibn Majah] This is the great legacy that we should be desirous to inherit and have a portion of. The Rawḍah Madrasah is an initiative which seeks to preserve the purity of our sacred tradition in letter and spirit through the unbroken chain of transmission to the Messenger of Allah ﷺ

We have high expectations for all children and believe in nurturing a child's natural curiosity and creating in them a life-long love of Islam and learning. The madrasa is centred around the Arabic language and the Qur'an. We aim to equip students with a strong fluency in Arabic and a foundational understanding of the Qur'an through memorisation and studying the sacred themes and sciences in the Qur'an. These subjects are the keys to understanding the religion and accessing the true inheritors of Prophets, namely the 'ulama. We are looking for students to take this affair forward through a serious commitment to the learning of the sacred sciences with qualified and authentic scholars at home and abroad once they have a good grounding in the Arabic language.

Our Vision

We intend to foster a strong sense of identity and belief within the children to empower them with the confidence to practice this beautiful religion in the face of the adversities posed by western lands. The curriculum has been carefully designed to give children a sense of what it means to be Muslim and gain an insight into their own selves and their place in society.

The aim of The Rawḍah Madrasah is to nurture the children to know God and serve him through knowledge of sacred law (shari'ah) and the Sunnah of the Messenger of God ﷺ with the ultimate goal of salvation as well as happiness in the eternal life of the hereafter. God chose mankind to be custodians of the earth. We hope to inspire the children through stories of the Prophet ﷺ and saintly figures that fulfilled the mandate through concern for animals and the environment, we believe that it will serve to shape and infuse greater meaning in our children, nurturing their souls and causing them to love and care for the earth and all that lives and grows upon it.



The Arabic Language

The Rawḍah Madrasah is centred around children developing fluency in the Arabic language. Keeping to our ethos of being child-centric, we aim to teach Arabic through interactive means such that children can hold basic conversation. Staff members use both Arabic and English to give instructions to our children and as the children progress into later years all lessons will primarily be delivered in Arabic. We believe introducing the Arabic language at an early age will significantly enrich our children's intellectual and spiritual faculties and instill within them a profound love for this noble language.

Qur'an

The primary goal is for the children to develop a lifelong relationship with the Qur'an such that it becomes a fundamental and cherished component of their daily lives. Our intentions are for children to develop fluency in reading the Qur'an whilst observing the traditional manner of learning Qur'an. They will also be exposed to theoretical aspects of the tajwīd . Once fluency has been achieved they will be required to memorise chapters.

Fiqh (Jurisprudence)

The sacred law deals with rules concerning all aspects of worship and their legal rulings as established by the Imams of different schools in the Sunni orthodox tradition. The aim is that they have a grounding in the rudimentary part of their obligatory knowledge in purification, prayer, fasting, zakah and hajj. They will study the five legal rulings (wajib, mandub, mubah, makruh, and haram) as they pertain to basic practice. As children reach the age of maturity, lessons will be separated.

Assembly

The Rawḍah Madrasah begins with the children collectively reading a supplication by the great Imam al-Haddad (appendix A). There is a daily assembly which all children attend. The topics for the assembly relate to 'aqīdah (theology), and adab (manners) and reminders related to the Islamic month. Older year groups will have a separate assembly covering contemporary issues that they may face.

Every Thursday the children read the first and last ten verses of Surah al-Kahf.

Every Friday the children will collectively recite prayers upon the Prophet ﷺ (Appendix E).



Khidmah (Service to Others)

Students will engage in activities of community service as well as supporting younger students with elements of their faith.

Futuwwa Sports

Futuwwa is often translated as “chivalry”, but it carries further-reaching significations than the translation’s literal import. This concept encapsulates the essence of the physical and metaphysical path traversed by all the prophets. Futuwwa is about inculcating self-discipline and character refinement in alignment with a higher, divine-centred purpose. It also highlights and teaches the aspirant the art of balancing and tempering the human faculties of desire, intellect, and anger such that the noble virtues of character are unearthed.

Futuwwa brings about the possibility of realising the great virtue of īthār (preference of others) which is rooted in service and self-sacrifice. This is all facilitated by the practicing of prophetic ‘sports’, which are the mechanisms by virtue of which futuwwa can be assumed. The Rawḍah Madrasah intends to allow children to experience and develop in these noble sports.

As part of the Rawḍah Madrasah curriculum students will take lessons in Brazilian Jui Jitsu.

Staff

Ustadh Shakeel Ahmed
Qur'ān, Arabic, & Fiqh Teacher

Shaykh Mustafa Salim
Resident Qur'ān, Arabic & Sīrah Teacher

Ustadah Thay Oliveira
BJJ Teacher

Ustadh Luckman Pervez
Qur'ān, Arabic & Sīrah Teacher

Ustadah Maryam Azaim
Rawdah Madrasah Administrator & Fiqh Teacher

Ustadh Mansoor Suleman
BJJ Teacher

Classes

Qur'an

Children will be allocated a Qur'an class based on the fluency of their recitation. Changes to class allocation will be based on periodic reviews and the teacher's discretion.

Arabic

Children are divided into one of four classes for Arabic:

1. **Advanced**
2. **Advanced Intermediate**
3. **Intermediate**
4. **Beginner/Basic**

Children will be informed of their allocation at the start of the academic year.

Fiqh

Children will be allocated to the relevant Fiqh cohort appropriate to their year of entry.

Aqīdah

Matters related to the belief will be taught in an age appropriate manner.

Sīrah

Children will be introduced to the major events and personalities within the life of the Prophet Muḥammad ﷺ

Brazilian Jui Jitsu

Children will take a weekly class in Brazilian Jui Jitsu (BJJ) as part of the Futuwwa Sports curriculum. These lessons are a core part of the Rawḍah Madrasah curriculum. Children will be allocated classes at the discretion of the BJJ instructor.

Timetable

The lesson timings are subject to minor change as the prayer times adjust throughout the year however the start and end times remain the same throughout the academic year.

	Monday	Tuesday	Wednesday	Thursday	Friday
16.20 - 16.30	Registration and recitation of Surah al Waqi'ah or Surah al Mulk				
16.30 - 16.45	Assembly – Adab/ Islamic month reminder	Assembly	Assembly	Assembly - Surah al-Khaf first & last 10 verses	Assembly - Salawat
16.50 - 17.25	Lesson 1				
17.30 - 17.45	Break and Prayer				
17.50 - 18.25	Lesson 2				
18.25 -18.30	Closing Supplication & Sign Out				

The timetable for all year groups will consist of Qur'an and Arabic four times a week. Fiqh and Sīrah/Aqidah once a week.

Brazilian Ju Jitsu will take place once a week at Mustafa Mount. Classes will take place between 18.45 – 19.45.



Opening Hours & Admission

The Rawḍah Madrasah runs from 16:30 – 18:30 Monday - Friday.

The Rawḍah Madrasah caters for children aged 7 to 11 years. There are limited spaces each year and places will be allocated on a first-come-first-served basis.



Arrival & Collection of Children

Arrival and Collection of Children

When you bring your child to the Rawḍah Madrasah:

- Please arrive at the appointed time between 16.20 - 16.30.
- Children should not arrive unaccompanied prior to 16.20.
- Parents must ensure that children are not left unattended at Mustafa Mount at any time.
- Doors to the Madrasah teaching wing will be locked at 16.45. Any arrivals after 16.30 will be recorded as late on your child's attendance records.
- Please ensure your child has all their belongings when arriving.

Holidays & Closures

Please note we operate as a term-time madrasah. (For term dates and holidays see appendix I). There are also additional holidays such as:

1. Eid Al Fitr – 3 days
2. Eid Al Adha – 3 days
3. Last 10 days of Ramadan
4. 9th Dhul Hijjah
5. 15th Shaban
6. 27th Rajab

Advance notice of these closures will be given, however as dates are based upon the lunar calendar, exact dates can only be determined nearer the time. We appreciate your patience and understanding regarding this matter.

Communication

The Rawḍah Madrasah will primarily communicate with parents via email and WhatsApp broadcast. We ask that all the details below are saved to your contacts so ensure that no messages are missed.

We kindly ask that parents sign off messages with their full name and their child's full name.

Tel: 07404 820 563

Administration email:
info@rawdahmadrasah.co.uk

Finance email:
finance@greensvilletrust.org

While we recognise that pre-existing relationships will exist between The Rawḍah Madrasah staff and parents / guardians, all communication related to The Rawḍah Madrasah must take place within The Rawḍah Madrasah hours and only via the contact details outlined above i.e., not using individual or personal email addresses / phone numbers etc. This is at the request of The Rawḍah Madrasah teachers and staff, and we kindly ask that all parents and guardians be respectful of this.

Homework

Children will be set homework on a regular basis. Parents are encouraged to support their children in completing homework in a timely manner.

Parental Partnership

At the Rawdah Madrasah we understand the importance of building a strong relationship with parents. With this in mind we will endeavor to do the following:

- To be open and honest with parents and encourage them to do likewise in providing feedback to us.
- We will consult with parents regularly via parent evenings, newsletters, emails and face to face meetings where appropriate.
- Ensure an ongoing dialogue with parents to improve our knowledge of the needs of their children.
- We hold annual parents' evenings and meetings where necessary to discuss children's progress.
- We encourage parents to create a home environment that assists children in putting into practice what they are learning at the Madrasah. At home parents should encourage children to pray, recite Qur'an and the supplication they have learnt.

Health and Safety

Please ensure children are not left unattended in the building before sign in commences. Due to health and safety concerns we ask parents not to allow children to run around inside the building. These guidelines are in place to ensure your safety and that of all visitors to the building. Any younger siblings/children being brought with you, who are not attendees of the madrasa should always be supervised and the organisation does not take any responsibility for any non-Rawḍah Madrasah children.

Medication

If your child requires medication such as an inhaler they must attend Rawḍah with the medication they need. Children will not be permitted to take part in BJJ or other sports without an inhaler.

If your child requires any other medication, they must bring this with them.

All medication must be labelled with the child's full name and date of birth.

Parents are required to provide clear instructions on how their child's medication will be managed on the registration form.



Illness

Parents are requested not to send their children to the Rawḍah Madrasah if they are suffering from any infectious illness, or if they are not feeling well enough to attend. We reserve the right to call parents or the appointed person on the admission form if their child becomes unwell whilst at the Rawḍah Madrasah. We ask that parents inform the administration if their child will be absent or has contracted an infectious disease so that we can take appropriate measures.

Snacks

In line with our ethos the Rawḍah Madrasah will provide healthy and wholesome snacks to the children during the break. A supplication is recited before and after eating (Appendix C & D) Please can we request parents do not send any food in with their child(ren) as your child will not be permitted to eat it during the Rawḍah Madrasah. The children are only allowed to bring in a named water bottle.

Please note we have a number of children with allergies, some very severe, therefore snacks could pose a serious risk to the health of our students. Due to such dietary requirements, parents/carers are not allowed to distribute food to other children anywhere on the premises during The Rawḍah Madrasah hours.

Uniform

Parents must ensure that children adhere to rules related to uniform. These are in place to ensure that children are dressed in a manner that is befitting gatherings of sacred knowledge. Students should be dressed with the following rules in mind:

- Loose fitting clothing with the 'awrah completely covered for both boys and girls. No skinny jeans, shorts, legging, tights, or football shirts will be permitted.

- Head must be covered for both boys and girls – a white kufi for boys and a white hijab for girls.

- Boys - a white thawb or white long shirt with loose trousers.

- Girls – a black abaya or long loose-fitting black dress with arms covered.

- No make-up or nail varnish is allowed and any ear piercings must be removed if your child is attending any extracurricular activities.

- Children are expected to wear a white Gi for BJJ. A Gi must be purchased within two weeks of BJJ lessons commencing. Please use the following link to purchase a Gi. Sizing can be discussed with your child's BJJ instructor.

  Kids BJJ Collection | Jiu Jitsu | Tatami Fightwear Ltd.

- Any clothing, shoes and Gi's should be named when worn to the Madrasah.

If children do not dress in line with the above rules then in the first instance parents will be sent a message reminding them of the uniform expectations. If this becomes a repeated issue then children will be asked to sit out of lessons and parents will be asked to bring the correct clothing for children to wear before they will be allowed to participate in lessons.

Stationary

Children will be given an exercise book and pencil when they commence the Rawḍah Madrasah. Children will be provided with a text book (al-Arabiyah li'l-Nashi'in) at the appropriate time for their Arabic Language class. Children all also be provided with a qa'idah or Qur'an to use whilst attending Madrasah. These are included in the tuition fees.

However, if books need replacing due to being lost or damaged then an additional cost will apply.

Mobile Phones, Toys and Smart Watches

To create a safe learning environment for all children mobile phones, smart watches and toys are prohibited in the madrasah. These items will be removed from children if they are brought in and must be collected by a parent/guardian.

Fees Explained

The fee for the academic year is currently set at **£1250.** Fees are reviewed annually. We have tried to make our costs as affordable as possible. Please bear in mind the difficulty of trying to accommodate for the community as well as trying to balance the Rawḍah Madrasah budget. The Rawḍah Madrasah is a not-for-profit charity and as such relies on its income to run.

Payments are made either as one full payment, or in two instalments, or in monthly instalments.

We do not take cash payments.

You will be periodically invoiced by our finance team from the following email address:

info@rawdahmadrasah.co.uk

or

finance@greensvilletrust.org

Both addresses must be added to your contacts to avoid the invoices going into your junk mail.

We hope you will appreciate that we are unable to allow accounts to slip into arrears. Failure to pay the fees on time may result in temporary exclusion or the loss of your child's place at the Rawḍah Madrasah.

Outstanding fees from previous academic years must be cleared before children can be enrolled onto a new academic year.

In exceptional circumstances it may be possible to rearrange payments to a later date. This must be confirmed in writing by administration.



Discounts

Parents who have more than one child attending the Rawdah Madrasah are entitled to a 10% discount on the fees of any additional siblings.

Sibling discount requests must be made in writing to the following email address:

info@rawdahmadrasah.co.uk

Cancellations and Refunds

Should you cancel your child's place at the madrasah before the academic year commences your refundable deposit we be returned to you.

If you withdraw your child from the madrasah, you will forfeit some or all of your payment, depending on the date of the cancellation, details are as follows:

- Notification received by the end of week one of the course: The deposit is non-refundable.
- Notification received by the end of first month of the course: You will owe 50% of the full course fee.
- Notification received after the last day of the first term of the course: There are no refunds and the whole course fee will be owed.



Fees During Absence

Fees must still be paid in full during a child's absence from the Rawḍah Madrasah. This is because your child is still taking up a place whether in attendance or not as effectively he/she is blocking a place for another child to attend. There are no discounts for family holidays taken during the Rawḍah Madrasah term opening schedule, even if prior notice is given.

Child Protection

In the case of a child coming into the Rawḍah Madrasah with an injury an explanation will be sought. Should this not be compatible with the injury the administration has a responsibility to investigate and follow the Child Protection Guidelines. In the case of a child disclosing in conversation any form of abuse to a member of staff appropriate action will be taken. Confidentiality of the strictest form will be adhered to by all members of staff and information will not be discussed or disclosed outside of what is necessary in the best interests of the child.

Safeguarding

All staff and volunteers have valid DBS checks. Should you feel any concern relating to a Rawḍah Madrasah member of staff/volunteer with respect to a child's wellbeing, the Rawḍah Madrasah will follow the guidance of the Liverpool Safeguarding Children's Board. Any concerns should be raised immediately with the administration. If the incident involves the administration please raise concerns with any other staff member.

Confidentiality

- All information obtained will be treated with the strictest confidence. Any information shared with teachers will be on a need-to-know basis.

- Any information gathered will be used only for the benefit of the child.

- Any documentation gathered will be kept safely and destroyed upon your child's departure from the Rawḍah Madrasah.

- We request that parents adhere to our confidentiality policy. If circumstance arise whereby your child mentions an incident from the Rawḍah Madrasah related to another child or other children or staff member, we request that this not be shared with anyone, including other parents/carers or members of the local community.



Concerns

Should you have any concerns regarding your child, a staff member or volunteer, please arrange an appointment with the administration. If this does not lead to a satisfactory outcome please complete the Complaints Form (Appendix G).

Appendix A
- Opening Supplication

اَلْحَمْدُ لله رَبِّ العَالمِين وَصَلَّى الله على سَيِّدِنا مُحَمَّدٍ

وَعلى آلِهِ وَصَحْبِهِ وَسَلم

نَوَيْتُ التَّعَلُّمَ وَالتَّعْلِيْمَ والتَّذَكُّرَ وَالتَّذْكِيرَ وَالنَّفعَ

وَالاِنْتِفاعَ وَالإِفادَةَ وَالاِسْتِفادَةَ

وَالْحَثَّ على التَّمَسُّكِ بِكتابِ الله وَسُنَّةِ رَسُولِهِ

وَالدُّعاءَ إِلى الهُدَى وَالدَّلَالَةَ على الخَيْرِ اِبْتِغاءَ وَجْهِ

الله وَمَرْضاتِهِ وَقُرْبِهِ وَثَوابِهِ سُبْحانَهُ وَتَعالَى

Appendix B
- The Closing Supplication

يَا رَبَّنَا اغْتَرَفْنَا ... بِأَنَّنَا اقْتَرَفْنَا

وَأَنَّنَا أَسْرَفْنَا ... عَلَى لَظَى أَشْرَفْنَا

فَتُبْ عَلَيْنَا تَوْبَة ... تَغْسِلُ لِكُلِّ حَوْبَة

وَاسْتُرْ لَنَا الْعَوْرَاتِ ... وَآمِنِ الرَّوْعَاتِ

وَاغْفِرْ لِوَالِدِيْنَا ... رَبِّ وَمَوْلُوْدِيْنَا

وَالأَهْلِ وَالإِخْوَانِ ... وَسَائِرِ الْخِلَّانِ

وَكُلِّ ذِي مَحَبَّة ... أَوْجِيْرَةٍ أَوْ صُحْبَة

وَالْمُسْلِمِيْنَ أَجْمَعْ ... آمِينَ رَبِّ إِسْمَعْ

فَضْلًا وَجُودًا مَنَّا ... لَا بِاكْتِسَابٍ مِنَّا

بِالْمُصْطَفَى الرَّسُوْلِ ... نَحْظَى بِكُلِّ سُؤْلِ

صَلَّى وَسَلَّمَ رَبِّي ... عَلَيْهِ عَدَّ الْحَبِّ

وَآلِهِ وَالصَّحْبِ ... عِدَادَ طَشِّ السُحْبِ

وَالْحَمْدُ لِلإِلَهِ ... فِي الْبَدْءِ وَالتَّنَاهِي

Appendix C
- Supplication Recited Before Eating

بِسْمِ اللهِ الرَّحْمنِ الرَّحِيْمِ اللَّهُمَّ بَارِكْ لَنَا فِيمَا رَزَقْتَنَا وَارْزُقْنَا خَيْراً مِنْهُ

Appendix D
- Supplication Recited After Eating

اَلْحَمْدُ للهِ الَّذِي أَطْعَمَنِي هَذَا الطَّعَامَ وَرَزَقَنِيْهِ مِنْ غَيْرِ حَوْلٍ مِنِّي وَلَا قُوَّةٍ

Appendix E
- Prayers on the Prophet Muhammad ﷺ

اللَّهُمَّ صَلِّ وَسَلِّمْ وَبَارِكْ وَكَرِّمْ بِقَدْرِ عَظَمَةِ ذَاتِكَ
الْعَلِيَّةِ فِي كُلِّ وَقْتٍ وَحِيْنٍ أَبَدًا عَدَدَ مَا عَلِمْتَ وَزِيْنَةَ مَا
عَلِمْتَ وَمِلْءَ مَا عَلِمْتَ عَلَى سَيِّدِنَا وَمَوْلَانَا مُحَمَّدٍ وَعَلَى
آلِ سَيِّدِنَا وَمَوْلَانَا مُحَمَّدٍ صَاحِبِ التَّاجِ وَالْمِعْرَاجِ
وَالْبُرَاقِ وَالْعَلَمِ وَدَافِعِ الْبَلَاءِ وَالْوَبَاءِ وَالْمَرَضِ
وَالْأَلَمِ جِسْمُهُ مُطَهَّرٌ مُعَطَّرٌ مُنَوَّرٌ مَنِ اسْمُهُ مَكْتُوْبٌ
مَرْفُوْعٌ مَوْضُوْعٌ عَلَى اللَّوْحِ وَالْقَلَمِ شَمْسِ الضُّحَى بَدْرِ
الدُّجَا نُوْرِ الْهُدَى مِصْبَاحِ الظُّلَمِ أَبِي الْقَاسِمِ سَيِّدِ
الْكَوْنَيْنِ وَشَفِيْعِ الثَّقَلَيْنِ أَبِي الْقَاسِمِ سَيِّدِنَا مُحَمَّدِ
بْنِ عَبْدِ اللهِ سَيِّدِ الْعَرَبِ وَالْعَجَمِ نَبِيِّ الْحَرَمَيْنِ
مَحْبُوْبٍ عِنْدَ الْمَشْرِقَيْنِ وَالْمَغْرِبَيْنِ يَا أَيُّهَا
الْمُشْتَاقُوْنَ لِنُوْرِ جَمَالِهِ صَلُّوْا عَلَيْهِ وَسَلِّمُوْا تَسْلِيْمًا

اللَّهُمَّ صَلِّ عَلَى سَيِّدِنَا مُحَمَّدٍ عَبْدِكَ وَرَسُوْلِكَ
النَّبِيِّ الْأُمِّيِّ وَعَلَى آلِهِ وَصَحْبِهِ وَسَلِّمْ تَسْلِيْمًا

Appendix F
- Supplication after Reciting Qur'an

اللَّهُمَّ ارْحَمْنَا بِالْقُرْآنِ وَاجْعَلْهُ لَنَا إِمَامًا وَ نُوْرًا
وَهُدىً وَرَحْمَةَ اللَّهُمَّ ذَكِّرْنَا مِنْهُ نُسِّيْنَا وَعَلِّمْنَا مِنْهُ
مَا جَهِلْنَا وَرْزُقْنَا تِلاوَتَهُ آنَا اللَّيْلِ وَأَطْرافَ النَّهَارِ
وَجْعَلْهُ لَنا حُجَّةً يَا رَبَّ الْعَالَمِيْنَ

Appendix G - Complaints Form

Please complete and return to the administrator/trustee who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint:

What action, if any have you already taken to try to resolve your complaint. Please state who you reported to and the response you received:

Signature:

Name:

Date:

Appendix H – Complaints Procedure

Please follow the complaints procedure below.

We reserve the right to update this document at any time without prior notice, should there be any such updates we will disseminate to registered parents/ carers.

Complaints Procedure and Policy

Statement of intent

At the Rawḍah Madrasah we believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We operate a complaints system within the Rawḍah Madrasah where parents/carers can resolve any issues arising. We welcome suggestions on how to improve ourselves and will give prompt and serious attention to any concerns about the running of the Rawḍah Madrasah. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

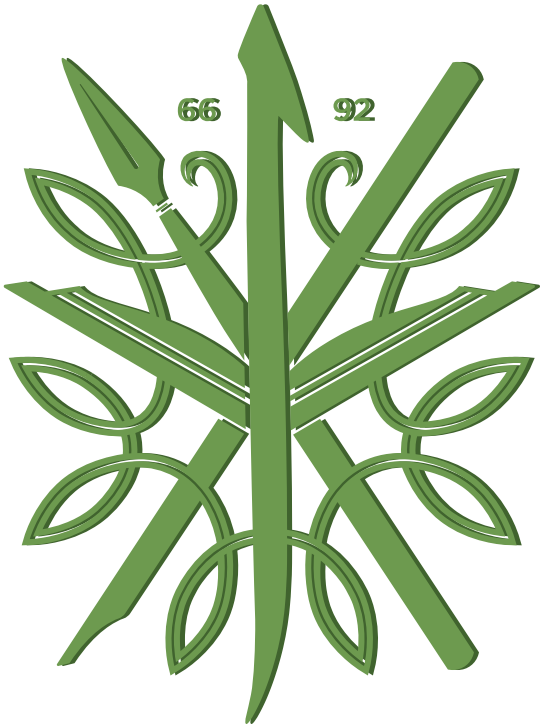
At the Rawḍah Madrasah we encourage all parents and pupils to approach any member of administration in the first instance if they have a concern or complaint. In the event that these initial approaches fail to resolve a complaint this policy lays out the procedures that should be followed to allay any concerns about a particular issue.

If you do not understand any part of this policy please do not hesitate to contact the administrator. Your complaint will then be investigated fully, ensuring all relevant facts are taken into consideration.

Registering a Complaint

Initially we would ask that a parent or pupil discuss the complaint with the relevant member of staff. However, if they have difficulty with discussing this issue with that member of staff the complaint can be referred to the administrator.

If a parent or pupil feels that their initial contact with administration did not deal with the concern to their satisfaction they should complete a Complaints Form (Appendix G) and return it to the office. If the complaint refers to the administrator, then the complaints form should be sent directly to the trustees of Greensville Trust.



Investigating the Complaint

The nature of the complaint will be clarified and unresolved issues outlined. It will be established what has happened so far and who has been involved. A meeting will be arranged to ensure all the information relating to the complaint has been documented and those involved in the complaint will be encouraged to say what actions they feel would remedy the situation. Everyone involved in the complaint will be interviewed, accompanied by a friend or companion if they wish, to ensure that all the facts of the complaint are understood. Notes will be kept of the discussions and all parties asked to sign the notes to verify that they were an accurate record of the meeting.

The administrator will remain impartial during the interviews. The administrator/ trustee will maintain a record of any formal complaints at the Rawḍah Madrasah .

Resolving Complaints

Once the complaint has been fully investigated those persons involved will be informed of the findings and suggested actions to remedy the situation.

Areas of agreement between the parties will be highlighted and any misunderstandings clarified to create a positive atmosphere in which to discuss outstanding issues.

If, for any reason, any party involved in the complaint remains dissatisfied following any investigations, they will be informed as to any further action they may take. The administrator/ trustee does also have the right (at this stage) to inform the complainant that the complaints procedure has been exhausted and that the matter is now closed.

The Complaints Appeal Panel

If necessary, the trustee will convene a complaints panel comprising of 2 trustees from the organisation who would not have been involved in the early stages of the complaint and they will elect their own chair. This complaints panel is the last based stage of the complaints process.

Individual complaints would not be heard by the trustees committee at any stage as this would compromise the impartiality of any panel set up for a disciplinary hearing against a member of staff following a serious complaint. It is important that the appeal hearing is independent and impartial and that it is seen to be so.

The aim of the hearing, which needs to be held in private, will always be to resolve the complaint and achieve reconciliation between the Rawḍah Madrasah and the complainant. The panel chair will ensure that the proceedings are as welcoming as possible. Extra care needs to be taken when the complainant is a child. Careful consideration of the atmosphere and proceedings will ensure that the child does not feel intimidated.

The panel needs to be aware of the views of the child and give them equal consideration to those of adults. Where the child's parent is the complainant, it would be helpful to give the parent the opportunity to say which parts of the hearing, if any, the child needs to attend. The chair of the panel needs to ensure that the complainant is notified of the panel's decision, in writing with the panel's response; this is usually within a set deadline agreed at the hearing. The letter also needs to explain that there will be no further rights of appeal beyond the complaints appeal panel.

Time Scales

Complaints need to be considered and resolved as quickly and efficiently as possible and within a realistic time scale that may be set by the administrator/ trustee and agreed by the complainant.

Review of Complaints



The chair will monitor the level and nature of complaints and review the outcomes on a regular basis to ensure the effectiveness of the procedure and make changes where necessary. The administration will report any official complaints to the chair. As well as addressing an individual's complaints, the process of listening to and resolving complaints will contribute to improvement. When individual complaints are heard the chair may identify underlying issues that need to be addressed. The monitoring and review of complaints by the administration, staff and the chair will be a useful tool in evaluating the madrasa's performance.

Appendix I

Rawḍah Madrasah Term Dates 2026-2027

Year Begins: Wednesday 16th September 2026

Year Ends: Wednesday 30th June 2027

Autumn Term

Starts: Wednesday 16th September 2026

Wednesday 16th September new students only | Thursday 17th September all students

Ends: Thursday 17th December 2026

Autumn Half Term	Monday 26th October - Monday 2nd November 2026
Winter Break	Friday 18th December 2026 – Monday 4th January 2027

Spring Term

Starts: Wednesday 6th January 2027
Ends: Wednesday 24th March 2027

Occasional Holiday: Tuesday 5th January 2027 (27th Rajab)*
Occasional Holiday: Friday 22nd January 2027 (15th Sha'ban)*

Spring Half Term	Monday 15th February – Friday 19th February 2027
Ramadan & Eid Break	Monday 1st March – Friday 12th March 2027
Spring Break	Thursday 25th March – Tuesday 13th April 2027

Summer Term

Starts: Wednesday 14th April 2027
Ends: Wednesday 30th June 2027

Dhul Hijjah & Eid Break	Monday 17th May – Friday 19th May 2027
Summer Half Term	Thursday 27th May – Friday 4th June 2027
Summer Break Begins	Thursday 1st July 2027

*TBC Dates dependent on moon sighting