



REF: IMPORTANT – NEW MADRASSAH PROCEDURES

In order for Darul Arqam as an institute to flourish and provide the best resources and services to all our users, we are required to develop streamlined processes that are fair for everyone. As a result, this document will highlight **important new changes to the procedures of the Madrassah.**

The admin office can only deal with queries via email and text. Moreover, the Darul Arqam phone line has now been reallocated for the fundraising team and short course information team. Therefore, to reiterate, **hence forth all queries concerning the Madrassa will exclusively be dealt with through email and text.**

The following are the new protocols for madrassah procedures:

Queries/ concerns/ booking appointments.

If you have a concern, query, or even a complaint regarding anything to do with the madrassah, or you require meeting with a teacher/ management we kindly ask that you email your request to info@datrust.org and we endeavour to deal with your query within 24 hours inshaAllah.

Late or Absences

If your child is late or going to be absent please **TEXT** on **07528 084 809**, and we will inform the relevant teacher.

Emergency Contact

If you need to pick up your child due to an emergency again please **TEXT** on **07528 084 809** and our administrator will call you back to make the necessary arrangements for your child to be picked up.

The office landline will no longer be used for incoming calls for the madrassah. If you have any other issues, please email us and we will get back to you as soon as possible.

Once again these changes are necessary so that we are able to operate and provide services to our users in the best and fairest way.

We look forward to your on-going support.

JazakaAllah Khair

DA Admin

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