

# COMPLAINTS PROCEDURE

MADRASSA FAIZUL ISLAM WITTON MASJID

1-8 The Broadway, Perry Barr, B20 3EA & 330 Witton Road, Aston, Birmingham B66PD

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## Introduction

If you have a complaint or concern about your experience with any aspect of the Masjid, Madrassa or any of our staff, teachers or volunteers, please do let us know so that we can put things right.

We believe that most problems can be dealt with easily and quickly, often at the time they arise and possibly with the person concerned. However, if the situation cannot be resolved in this way, you can complain formally. Please contact the Charity Secretary or any other Trustee who will be able to guide you in making your formal complaint. The Trustee will ensure the appropriate department is involved depending on the nature of your complaint.

All complaints will be treated in a private and confidential manner.

## Making a complaints

Complaints can be made in writing, or by email to:

General Secretary,  
Mob: 0771 201 0978 Email: [info@faizulislam.co.uk](mailto:info@faizulislam.co.uk)  
Faizul Islam, 1-8 The Broadway, Perry Barr, Birmingham B20 3EA

Or

Chair,  
Mohammed Younis Mob: 07764 892 269 Email: [unis\\_46@icloud.com](mailto:unis_46@icloud.com)  
Masjid Faizul Islam, 1-8 The Broadway, Perry Barr, Birmingham B20 3EA

## Complaint Handling

1. On receiving a complaint we shall log it on the Register of Complaints.
2. We shall acknowledge receipt of the complaint by telephone or short letter or an email within two working days.
3. Under normal circumstances a complaint submitted with full evidence will be assessed within ten working days from the date of its lodgement. It may take longer if any further information is required.
4. After the complaint has been logged and investigated, with accompanying evidence, we shall then be in a position to offer an explanation and if need be, arrange a meeting to discuss the outcome of the investigation and corrective

action where necessary.

5. With respect to Emergency or matters requiring priority attention, one of the Trustees will be nominated to expedite the complaint handling.

## Complaint Investigation

The Masjid Faizul Islam Witton Masjid team will aim to:

- Find out what happened and what went wrong
- Evaluate the nature and seriousness of the complaint
- Review any evidence provided or available
- For urgent and complex complaints an investigation team will be formed who will carry out full inquiry into the matter
- Where permissible, on routine day to day matters we shall make it possible for you to discuss the problems with those concerned and if possible, a reconciliation or an apology or making good of any losses could be agreed upon, where appropriate.
- Identify mitigation strategies we could undertake to make sure the problem or issue isn't repeated
- If the complainant is not satisfied with the outcome an independent arbitrator may be called upon to provide another opinion or assessment

## Complaining on behalf of someone else

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of physical or mental illness) in which case they will be required to provide a medical note and a consent letter.

Please help us by following the complaint procedure to facilitate quick resolution of the problem. We believe this will provide the best chance of putting things right where they went wrong. This would also improve our ability to deal with the issues raised.

## Trustee Acceptance Form

As a Trustee of Madrassa Faizul Islam Witton Masjid, I have read and approve the Complaints Procedure, Version 1 as published on 10<sup>th</sup> January 2021.

Trustee Name	Signature	Date

## Document Control

Version	Date	Notes
Version 1.0	10th January 21	
Version 1.1	17 <sup>th</sup> June 21	