

Complaints Policy

Version: V1

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Approved by: Dr Khalid Anis (Chair of Shura)

Next Review date:

1. Introduction

The members of the Shura are ultimately responsible for the management and administration of the ISB, including the management of complaints. Complaints from members of the ISB, volunteers, or from people with whom the ISB comes into contact in the course of its work will be taken seriously. Beneficiaries and other stakeholders should feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

The ISB views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or the organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at the ISB knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

2. Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the ISB.

3. Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest in the ISB.

A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Shura.

4. Scope of the policy

The policy applies to **all complaints** made against the ISB which have been raised as a matter of concern, but which have not been capable of informal resolution and which the complainant or the ISB considers should be dealt with on a formal basis.

The ISB expects that before seeking to use this formal policy the complainant will

have made reasonable attempts to seek an informal resolution of the position.

5. Formal complaints Procedure

STAGE 1

1. The complainant must put the complaint in writing or by email using the ISB's complaints form (attached at Appendix 1) unless the complainant has a disability which prevents this, in which case the complainant may contact the ISB for assistance. The complaint should be addressed to the ISB Secretary.
2. The Secretary will acknowledge receipt of the complaint by letter or by email if the complainant has agreed that the ISB may use this method of correspondence.
3. An investigation of the complaint will be carried out by the ISB Secretary who will report to the Shura.
4. The ISB Secretary will discuss the matter with the complainant. This may be during a meeting or on the telephone. Whenever reasonably possible such discussion will take place within 15 working days of the complaint being received.
5. The ISB Secretary will then put his or her findings in writing and indicate what steps if any should be taken to resolve the matter. Whenever reasonably possible this will be done within 15 working days of the discussion with the complainant at 4 above.

Where a complaint relates to the ISB Secretary, a member of the ISB Shura will take over his or her role. Otherwise, the procedure for the First Stage will remain the same.

STAGE 2

1. If the complainant is not satisfied with the outcome of the first stage, she/he may request that the complaint be considered by another member of the ISB Management Committee. Such a request should be made in writing addressed to ISB Secretary who will notify the Chair of the ISB Management Committee who will appoint one member to deal with the complaint.
2. The member of the ISB Shura will conduct a review of the matter to date.
3. The member of ISB Shura concerned will report his/her findings to the complainant within 15 working days of receipt of the written request to use Stage 2.

STAGE 3

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1. If the complainant is not satisfied with the outcome of the first and second stage, the complainant may request that the complaint be considered by the Chair/Vice Chair of the Shura.
2. A request to use the third stage must be in writing, addressed to the Chair of the Shura within 10 working days of the response being sent to the complainant and must set out briefly the reasons why the complainant is dissatisfied with the response.
3. The Chair/Vice Chair of the Shura will conduct a review of the matter to date
4. The Trustee will report his/her findings to the complainant within 15 working days of receipt of the written request to use Stage 3.
5. A record will be kept of all complaints, and of whether they are resolved at the first stage or proceed to further stages.
6. Correspondence, statements, and records relating to individual complaints will be kept confidential except where the ISB is required by law to disclose them.
7. There may be occasions where, despite all stages of this procedure being followed, the complainant remains dissatisfied with the outcome. If the complainant tries to reopen the same issue, the Chair of the is able under this policy to inform him/her in writing that the procedure has been exhausted and that the matter is now closed.

POLICY STATUS

This policy does not cover complaints from staff, who should use **the ISB's** Discipline and Grievance policies.

The ISB may alter or adapt this Policy, and any components of it, at any time.

This Complaints Policy is approved and endorsed by the ISB Shura.

We are committed to reviewing this Policy and good practice annually.

This Policy was last reviewed on: ...**26th October 2020**..... (date)

Signed: ...**Dr Khalid Anis (Chair of Shura)** Trustee

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Appendix 1

ISB Complaints Form (Example)

Section 1: Your Details		
Full Name:		
Ethnicity:	Religion:	First Language:
Full Postal Address or email:		
Section 2: Name of the person the complaint is about		
Their name:	Their position:	Date & time of Incident:
Section 3: Your complaint		
Are you reporting your own concerns or responding to concerns raised by someone else?		
<input type="checkbox"/> Responding to my own concerns	If responding to concerns raised by someone else, please provide their name and contact details:	
<input type="checkbox"/> Responding to concerns raised by someone else		
Please provide full details of the complaint or concerns you have, including times, dates, or other relevant background information (such as the situation, whether you are recording fact, opinion, or hearsay):		
Please provide details of any witnesses to the incident(s)		
Your signature:	Date:	