

**HIRA
CENTRE**



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 HIRA Centre

HMCC

COMPLAINTS POLICY AND PROCEDURES

Introduction:

This Policy aims to ensure that:

- ❖ The masjid and centre takes concerns/complaints seriously and will respond to them in a courteous and efficient manner;
- ❖ An effective procedure for making and resolving complaints (including appeals) from members of the public is established;
- ❖ People wishing to make a complaint know how to do so;
- ❖ All those involved in handling a complaint make every effort to resolve matters quickly and amicably;

Stage 1: Raising concerns informally

1. We will aim to resolve the complaint without the need for a formal procedure, the formal procedure will only be necessary if efforts to resolve the complaint informally have been unsuccessful
2. Anyone can raise a concern/complaint informally by contacting a Trustee/senior member of staff of the masjid. This can be done by telephone, email or letter.
3. The mosque will take every reasonable step to ensure that a complaint is resolved within 5 working days of the complaint being lodged and where necessary appropriate action will be taken.

Stage 2: Dealing with a complaint – Formal procedure

1. This procedure will be followed when the initial attempt to resolve the issue has been unsuccessful and the person raising the complaint wishes to take it further.
2. A formal complaint should be made in writing and referred directly to the trustees.

Investigating Complaints

3. As soon as possible after the complaint has been lodged, a senior member of staff or management, appointed by the trustees will contact the complainant. The purpose of this contact is to make initial response and to explain how the mosque intends to investigate the matter, how long the investigation is likely to take and when to expect a response. Where in the course of an investigation it becomes clear that this date is likely to be exceeded, the complainant will be informed of a new response date set.
4. At the end of the investigation, the complainant will be informed in writing of the outcome. This will include the conclusion reached, the reasons for it and any action taken or proposed.
5. The complaints made will not adversely affect their use of the mosque.
Confidentiality
6. Subject to points 9 and 10 (below) any complaint or concern, viewpoint, etc. raised by complainants will be treated as confidential.
7. Knowledge of the complaint will be restricted to those who, for various reasons, need to know about it. This will include the member(s) of staff investigating the complaint and any other member of staff otherwise involved. In addition, there are circumstances where the Trustees of the mosque may be informed.
8. On occasion, however, it may be necessary to inform third parties of the complaint and, possibly, the identities of those involved. The most obvious example of this is where an investigation suggests that a criminal offence has taken place. In such circumstances, the mosque would cease its investigation and refer the matter to the relevant external agencies.

Disciplinary action taken against staff

9. It may be the case that, as a result of a complaint made by a complainant, disciplinary action may be taken against a member of staff employed at the mosque.
10. Where this occurs, any such action will be taken in accordance with the official staff Discipline Policy and handled confidentially.

Stage 3 - The Panel Hearing

11. The mosque hopes that a complainant making a complaint will be satisfied with the outcome at stage 2. Certainly, it will make every reasonable effort to ensure that each complaint is fully and properly investigated and that the issues raised are considered in a fair and professional manner.
12. However, where the complainant is dissatisfied either with the outcome of an investigation or the manner in which the complaint was handled, they should inform the Trustees in writing by letter or email.
13. Upon receipt of a request for a panel hearing, the Trustees will convene a panel to hear the complaint within 10 working days of receiving the complaint.

The Panel

14. The panel will include three people. None of the panel members will have been directly involved either in the matters detailed in the complaint or its investigation and adjudication prior to this point. Further, at least one will be independent of the management and running of the mosque. The panel will be selected by the Trustees.
15. The appeal panel will have access to all relevant documentation already provided.
16. The complainant will be invited to attend the panel hearing. In addition, the complainant will be invited to bring a friend or a relative for the panel hearing.
17. The panel will make the final decision in respect of the complaint. It may, if it so chooses, also attach recommendations to its findings.
18. The panel's findings and recommendations will be emailed or otherwise sent to the complainant within five working days from the date of the hearing. Where relevant a copy will be sent to the employee or employees complained against.

19. A copy of the panel's findings and recommendations will be kept on file in the mosque office, where it can be inspected by the Trustees.

Complaints against the Trustees

20. Where a trustee is the subject of the complaint, the matter should be referred directly and in writing to the Trustees. The Trustees will then contact the complainant in order to explain how the complaint will be investigated, how long an investigation is likely to take and when they might expect a final response.
21. The Trustees will appoint a person to investigate the complaint and report his/ her findings to them. After considering this report, the Trustees will then write to the complainant within five working days. This letter will include the conclusion reached, the reasons for it and any action taken or proposed.
22. If the complainant is dissatisfied with this response, they should write to the Trustees to request that the matter be referred to a panel hearing.
23. The composition of the panel, its purpose and procedure are set out above.
(Stage 3)

Written records

1. All correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.
2. All correspondence will be available for inspection on the premises by the trustees.
3. All written records will be kept of all complaints that are made.
4. All records of action taken by the trust as a result of those complaints (regardless of whether they are upheld) will be kept for inspection on the premises by the trustees.

Proprietors: Hira Masjid & Community Centre, Feltham Hira Association, 102 Hounslow Road, Feltham, TW14 0AX

Dated: 27/05/2022

Reviewed: ...Faouzi Saffar.....

Monitoring and learning from complaints

In order to learn from complaints and to show that we are following these procedures, we need to record complaints, which we do in a complaints log. At the end of each year, this information is analysed, summarised and presented to the board along with recommendations if appropriate. With the volume of complaints being low this annual reporting is considered appropriate.

The board is looking for trends in types of complaints received. Are we having difficulties with a group of individuals? Is there a need for us to change the way we operate in an area of our centre's services? And if the answer to any of these questions is 'Yes', are we taking the necessary action?

Who handles complaints?

Our complaints procedure has four steps – three internal and one external. The intention is that most complaints will be resolved at Stage One and the rest at Stage Two.

Stage One In most cases the complaint should be resolved by the individual responsible for the area of work being complained about.

Stage Two If the complainant feels that the problem has not been satisfactorily resolved, they can contact a Trustee or the Chair.

Stage Three If the complainant is still unhappy with HMCC's response they can ask for the complaint to be discussed at the next trustees' meeting.

External Stage The complainant can complain to the Charity Commission at any stage.

Getting the complaint to the right person in HMCC

Complaints made in writing should be passed to the relevant person identified in the table below. Where no relevant person can be identified then the complaint should be passed to a trustee. Complaints made by telephone or through personal contact can be received at many points, sometimes far removed from the 'source' of the complaint. In these cases, the recipient of the complaint should:

- note the facts of the complaint
- take the complainant's name, address and telephone number
- tell the complainant that we have a complaints procedure
- tell the complainant what will happen next
- complete the initial sections of the complaints monitoring form
- pass this information on to the CEO within one working week. The CEO may then escalate to the Board of Trustees at their discretion.
- request that the complaint is followed up with a written account by post or by email so that the complaint is recorded in the complainant's own words.

Written complaints can be sent to HMCC at the address below:

Feltham Masjic & Community Centre

Complaints

102 Hounslow Road

Feltham

TW140AX