



COMPLAINTS POLICY

Jan 2025

1. Purpose of the Policy

The purpose of this Complaints Policy is to ensure that all members, attendees, and individuals associated with Tunbridge Wells Islamic & Cultural Association (TWICA) have a clear and effective process for raising concerns or complaints. We are committed to providing a respectful, safe, and inclusive environment for all and will address complaints in a fair, transparent, and timely manner.

2. Scope

This policy applies to all members, visitors, volunteers, and staff of TWICA, including but not limited to the following:

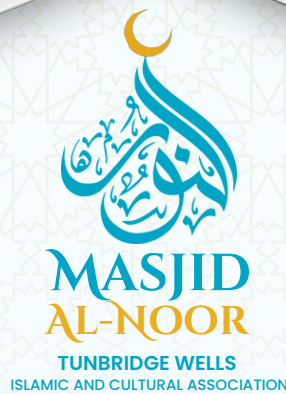
- General members of the community
- Event attendees
- Volunteers and staff
- Service users (e.g., during events, programmes, or services provided by TWICA)

3. What Can You Complain About?

This policy allows complaints to be made about any aspect of TWICA's operations, including but not limited to:

- Unfair treatment or discrimination
- Poor quality of services or facilities
- Misconduct by staff, volunteers, or members
- Breaches of policies or procedures
- Any other concerns that affect the well-being or reputation of the association





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4. How to Make a Complaint

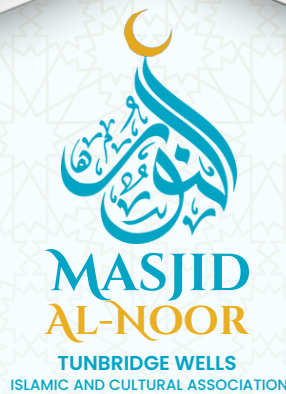
To ensure your complaint is dealt with effectively, please follow these steps:

- Step 1: Informal Resolution
- We encourage resolving minor complaints informally by discussing the issue directly with the individual(s) concerned. Often, issues can be resolved quickly and amicably through direct communication.
- Step 2: Formal Complaint Submission
- If the matter cannot be resolved informally, you may submit a formal complaint. This should be done in writing, via email/website or letter, to the TWICA office or designated complaints officer. The complaint should include:
 - Your full name and contact details
 - A clear description of the issue
 - Any relevant dates, times, or other details
 - Any steps you have already taken to address the complaint

Complaints Contact Information:

- Email: secretary@tunbridgewellsmosque.com
- Step 3: Acknowledgement of Complaint
- Upon receipt of your complaint, TWICA will acknowledge it within [5] working days. An initial review of the issue will be conducted, and you will be informed of the outcome or next steps within [10] working days where possible.





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5. Investigation Process

When a formal complaint is received, the following steps will be taken:

- A designated staff member or complaints officer will investigate the complaint.
- Relevant individuals may be interviewed or evidence collected to understand the issue.
- The investigation will be conducted in a fair, impartial, and thorough manner.

6. Resolution and Outcome

After the investigation, the outcome will be communicated to you in writing. The response will include:

- A summary of the findings
- Any actions taken or recommendations made
- If appropriate, any measures TWICA will take to prevent future complaints of a similar nature

If the complaint is upheld, appropriate steps will be taken to resolve the issue. This may include an apology, changes in procedure, or other corrective actions.

7. Confidentiality

All complaints will be treated with the utmost confidentiality. Information related to complaints will only be shared with those who need to know in order to resolve the issue. We ensure that complainants are protected from any form of retaliation or disadvantage for raising a concern.





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8. Appeals Process

If you are dissatisfied with the outcome of your complaint, you may appeal the decision. To appeal, you must submit a request for a review to the TWICA management committee within [10] working days of receiving the final response. The appeal will be reviewed by a separate group of individuals who were not involved in the original investigation.

9. Support for Complainants

If you require assistance in making a complaint or need support throughout the process, please feel free to contact the TWICA office. We can provide guidance and support for those who may find it difficult to make a complaint on their own, including translation services if necessary.

10. Policy Review

This Complaints Policy will be reviewed annually to ensure that it remains effective and up-to-date. Any changes to the policy will be communicated to all relevant stakeholders.

11. Contact Information

For further details about the complaints process or if you have any questions, please contact:

- Email: Secretary@tunbridgewellsmosque.com
- Phone: 01892 532420
- Address: Tunbridge Wells Islamic And Cultural Association, 99 Camden Road, Tunbridge Wells, Kent. TN1 2QR.

Tunbridge Wells Islamic & Cultural Association
February 2025

