



**TALEEM MOSQUE
& COMMUNITY CENTRE**

Complaints Policies and Procedures

Introduction

Taleem Foundation is dedicated to providing students and worshippers with the knowledge, guidance, and practical skills needed to live as good Muslims. Our staff serve as positive role models, fostering an environment of respect, compassion, and Islamic values for all who attend the mosque.

We recognize the importance of addressing concerns effectively and fairly, which is why we have a structured complaints procedure in place. The senior management team is responsible for ensuring the correct implementation of this policy, overseeing its effectiveness, and making any necessary adjustments. All staff will be regularly informed of updates to the complaints policy to ensure consistency in handling concerns. The primary aim of this policy is to ensure that all complaints from worshippers and community members are addressed promptly, fairly, and by the most appropriate person. Every complaint is taken seriously, and we are committed to resolving concerns in a manner that maintains the integrity and harmony of our institution.

The time required to consider and resolve a complaint will depend on its complexity and urgency. While straightforward matters may be addressed quickly, more complex issues may require a longer review period to ensure a fair and thorough resolution.

Worshippers will be provided with clear guidance on how to submit a complaint, the steps involved in the review process, and how they can appeal a decision if they are not satisfied with the outcome. By maintaining transparency in our complaints procedure, we aim to foster trust and ensure that concerns are handled in a manner that upholds the values of fairness, accountability, and community well-being.

What can you expect from Taleem Foundation when making a complaint?

1. All complaints channels shall remain open to worshipers
2. We will treat all complaints seriously
3. Pursue all avenues to resolve any concerns that are raised.
4. Impartial when dealing with complaints
5. Ensure confidentiality when handling complaints
6. We will set out a clear timeline when dealing with concerns
7. We will make sure you have the opportunity to discuss the complaint with us
8. Inform worshipers of the progress with the issues raised
9. Document all complaints as part of our complaints procedure
10. Where necessary to improve our provision/services once there has been a resolution
11. Adhere to all safeguarding guidance
12. Respect for cultural sensitivities, when necessary.

Taleem Foundation operates with three tiers when handling complaints:

Tier 1 – Staff at Taleem Foundation

If there are any concerns, you should, at the first opportunity, raise this with the member of the staff in the mosque. Most concerns are usually dealt with successfully at this level. All the above 12 points will be adhered to.

Tier 2 – Centre Manager

If worshipers find this to be a challenge for some reason, then you are invited to raise the complaint to our centre manager. All complaints will be treated with confidentiality. If the complainant is still not satisfied with the outcome of the investigation by our centre manager, then they should inform the Head teacher or Centre Manager in a written word document labelled “private and confidential” to escalate their concerns to tier 3.

Tier 3 – Board of Directors for Taleem Foundation

The board of Directors will, upon receiving the letter, conduct further investigations. This level deals with complaints that are more serious and require the involvement of the relevant Director, the Director will work in stages:

Stage 1: Establish what has happened with an open mind.

Stage 2: Arrange meeting with the respective parties involved to explain the outcome of the findings and the next steps to take to resolve the issue(s).

Stage 3: Implement agreed action plan. Inform complainant in a formal written format that the complaint has been addressed and solved.

Monitoring & Evaluation Complaints:

The Director responsible for overseeing the complaints policy will provide a comprehensive report on the operation and effectiveness of the Complaints Policy and Procedure to the Board of Directors once every term. This report will include key details such as the number and nature of complaints received, how they were handled, any recurring issues, and recommendations for improvements. The discussions and decisions arising from these reports will be formally recorded in the minutes of board meetings to ensure transparency, accountability, and continuous improvement.

At Taleem Foundation, we view every complaint not just as a concern to be addressed but as an opportunity to refine and enhance the mosque's overall provision, services, and safety measures. By systematically reviewing complaints and their resolutions, we aim to identify areas for growth and ensure that the mosque remains a welcoming, well-managed, and spiritually enriching space for all worshippers.

This structured approach allows us to maintain high standards of service, reinforce community trust, and foster a culture of continuous improvement that aligns with the values and mission of the mosque.