

Complaints Policy - Jamiyat Tablighul-UI-Islam Sheffield

1. Policy Statement

Jamiyat Tablighul-UI-Islam Sheffield wants every worshipper, parent, volunteer and visitor to feel comfortable raising a concern. We take all complaints seriously and will deal with them fairly, promptly and respectfully.

2. Scope

This policy covers complaints from anyone about the Mosque's services, activities, staff, volunteers, trustees or committee members. Safeguarding concerns are dealt with separately under the Safeguarding Policy (see section 6 below).

3. How to Make a Complaint

- Most concerns can be raised informally, in person or by phone, with a committee member. Many issues can be resolved this way straight away.
- If the matter is not resolved informally, or is more serious, a complaint can be made in writing (by letter or email) to the mosque committee.
- The complaint should briefly explain what happened, when, and what outcome the person is hoping for.
- Contact details: bodminstreetmasjid@gmail.com or in writing to 30 Bodmin Street, Attercliffe, Sheffield, S9 3TA.

4. What Happens Next

- The complaint will be acknowledged within 7 days of being received.
- The appropriate trustee or committee member, will look into the complaint and normally respond with the outcome within 28 days.
- If more time is needed, the complainant will be told why and given a new expected date.
- If the complainant is not satisfied with the response, they may ask for the matter to be reviewed by the trustees.

5. Complaints Involving the Committee Members or a Trustee

- A complaint involving a Committee Member will be handled by the Chair or a trustee.
- A complaint involving the Chair, or a trustee, will be handled by the remaining unconflicted trustees.
- A complaint about the trustees as a whole may be referred to an independent person or adviser agreed by the trustees.

6. Safeguarding and Serious Matters

Safeguarding concerns, allegations of abuse, criminal matters, or anything involving a risk to a child or vulnerable adult are not handled under this policy. These must be reported immediately to the Designated Safeguarding Lead and will be dealt with under the Safeguarding Policy, including referral to the police or children's social care where necessary.

7. Confidentiality and Fair Treatment

- Complaints are handled confidentially, shared only with those who need to know in order to look into and resolve the matter.





- Both the complainant and anyone complained about will be treated fairly and given the chance to explain their side.
- No one will be treated unfairly or victimised for raising a genuine complaint in good faith.

8. Review

This policy is reviewed annually by the trustees, or sooner if a concern is raised about how well it is working.

Date of Policy: 02/04/2024

By following this policy, Jamiyat Tablighul-Ul-Islam Sheffield aims to make sure every concern is heard and every complaint is handled with fairness and respect.



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