

## **KMWA Complaints procedure**

If you have a complaint or concern about your experience with KMWA, Gillingham Mosque, or any of the staff working for our Organisation, please let us know.

### **How to complain**

We believe that most problems can be dealt with easily and quickly, often at the time they arise and possibly with the person concerned.

If the complaint cannot be mitigated in this way, you can make a formal complaint. Please approach a member of staff/Imam/teacher or a Trustee/director who may take up the complaint or refer you to the person dealing with the nature of your complaint.

**Meetings can be arranged in a private and confidential manner.**

**Complaints can be made in writing, or by email to:**

**Azeem Nader** (General Secretary) KMWA, 114 Canterbury Street, Gillingham, Kent ME7 5UH  
Mob: 07739 008000 Email: [ckennett@blueyonder.co.uk](mailto:ckennett@blueyonder.co.uk)

Or

**Issa Rumjaun** (Chair) Mob: 07943 15290 Email: [issa\\_rumjaun@yahoo.co.uk](mailto:issa_rumjaun@yahoo.co.uk)

### **What we shall do**

1. On receiving a complaint we shall log it in the complaint register.
2. We shall acknowledge receipt of notice of complaint by telephone or short letter or an email within two working days.
3. Under normal circumstances a complaint submitted with full evidence will be assessed within ten working days from the date of its lodgement. It may take longer if any further information is required.
4. After the complaint has been logged with full details we shall then be in a position to offer an explanation, if there need be, arrange a meeting with people concerned.
5. However, in an emergency or matters requiring priority attention alternative contact point will be advised at the time of lodging a complaint.

### **In investigating your complaint, we shall aim to:**

- Find out what happened and what went wrong;
- Evaluate the nature and seriousness of the complaint
- For urgent and complex complaints an investigation team will be formed who will carry out full inquiry into the matter.

- In every day matters we shall make it possible for you to discuss the problems with those concerned, if possible reconciliation or an apology or making good of any losses could be agreed upon where appropriate;
- Identify what we can do to make sure the problem doesn't happen again;
- If the complainant is not satisfied with the outcome an independent arbitrator may be called upon to provide another opinion or assessment.

### **Complaining on behalf of someone else**

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of physical or mental illness) even in that case they will be required to provide a medical note and a consent letter.

Please help us by following the complaint procedure to facilitate easy access to resolution of the problem. We believe this will provide the best chance of putting things right where they went wrong. This would also improve our ability to deal with the issues raised.

Dr Craig Kennett (aka Azeem Nader)  
Director/Company Secretary  
Kent Muslim Welfare Association Limited  
114 Canterbury Street  
Gillingham  
Kent ME7 5UH

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