

# KMWA Membership Approval Policy

*Based on operational experience and best practices from processing 50+ applications.*

---

## 1. Application Process

All digital membership applications must be submitted online through the official KMWA website at [www.kmwa.org.uk](http://www.kmwa.org.uk). Applications for digital membership submitted via any alternative method will not be considered.

---

## 2. Eligibility Criteria

To be eligible for membership with Kent Muslim Welfare Association (KMWA), applicants must meet the following requirements:

1. **Residency:** Must have a registered address within the Medway area
  2. **Household Status:** Must be the head of the household (for members aged 18 or above)
  3. **Faith:** Must be of the Muslim faith
- 

## 3. Approval Process

### 3.1 Board Authority

- All membership applications are reviewed and approved by the **Board of Trustees (BoT)**.
- Each application must be approved by **at least two (2) trustees** to be considered valid.
- No individual trustee has the authority to unilaterally approve or reject an application.
- Trustees reviewing applications are expected to base their decisions solely on the **Eligibility Criteria** (Section 2).

### 3.2 Service Level Expectation

- Applications are **expected to be processed within one (1) week** of submission.
  - Applicants will normally be notified of the decision by email within this timeframe.
  - If no action is taken within 14 days of submission, a reminder will be issued. Continued inaction may be flagged to the General Secretary for follow-up.
  - These timeframes are operational guidelines and do not constitute a legal guarantee.
- 

## 4. Data Protection and Security

### 4.1 GDPR Compliance

- All membership applications and personal data will be processed in accordance with the **General Data Protection Regulation (GDPR)**.
- Personal information will only be used for legitimate KMWA administrative purposes.
- Applicants have the right to access, rectify, or request deletion of their personal data at any time.

### 4.2 Document Security

- All membership documentation must be stored within **secure KMWA-managed systems**.
  - Documents must **not** be downloaded or transferred to personal devices or unsecure platforms.
  - Access to membership records is restricted to authorised Board members using their official **@kmwa.org.uk** accounts via secure login.
- 

## 5. Application Decisions

### 5.1 Rejection Policy

- No membership application may be rejected without a valid reason.
- Rejection decisions must be based **only** on the **Eligibility Criteria** outlined in Section 2.

- All rejected applicants must receive an **official written notification** stating the specific reason(s) for rejection, recorded for internal accountability.

## 5.2 Appeals Process

- Applicants have the right to appeal any rejection decision.
  - Appeals must be submitted within **30 days** of the rejection notice.
  - Appeals can be submitted to:
    - Email: **info@kmwa.org.uk**
    - Or directly to the **General Secretary**
  - Appeals will receive a response within **two (2) weeks** of submission.
  - The appeal review will be handled by **a different set of trustees** than those who made the original decision.
- 

## 6. Record Keeping

- All applications, approvals, rejections, and appeals will be documented and retained in accordance with GDPR requirements.
  - Records will be used for audit purposes, governance transparency, and to ensure fair, consistent handling of all applicants.
- 

## 7. Policy Review

This policy will be reviewed annually by the Board of Trustees to ensure compliance with legal obligations and the evolving operational needs of the organisation.