

## COMPLAINTS PROCEDURE

### **If you are not satisfied with the service which Nafsiyat provides.**

Whilst most people express satisfaction with the service which we provide, on occasion an individual or organisation may feel it necessary to make some complaint about the service that is offered. We want to make sure that any complaint is heard, and we have a complaints procedure which aims to ensure this.

### **Nature of the Complaint**

Nafsiyat considers the following to be examples of reasonable cause for complaint:

- Professional misconduct by a paid member of staff, a volunteer counsellor or a trustee.
- Breach of Confidentiality.
- Unreasonable delay in providing the service.
- Any discriminatory practice, for example, racist, sexist, homophobic behaviour.

### **How do I make a Complaint?**

If you telephone, firstly inform the Managing Director that you wish to make a complaint. If you are not satisfied by the Managing Director's verbal response you will be supplied with the complaints procedure and all relevant ethical documents, then be asked to send full details in writing to the Managing Director.

Nafsiyat  
Unit 4 Lysander Mews  
Lysander Grove  
London N19 3QP

The complaint is to be addressed to the Managing Director and signed by the complainant.

Anonymous complaints will be received, and attempts will be made to assess whether the information received is independently verifiable. Procedures will be followed as far as is possible.

A record will be kept of all complaints. Written acknowledgement of receipt of the complaint will be sent within five working days.

You will be invited to meet with the Managing Director on an informal basis within four weeks of your written complaint. You may be accompanied by one person. The Managing Director will listen to you to hear the details of your complaint and view any evidence that you want to present. Minute of this meeting will be taken. Options for the next step will be discussed.

If required, the Managing Director will attempt to informally meet with the respondent within two weeks and explain the nature of the complaint. The respondent will then have three weeks in which to respond to the complaint to the Managing Director.

If mediation is decided to be the next step, then a three way meeting between the

### **What happens next?**

If you feel that the matter has not been satisfactorily resolved by the Managing Director or if the complaint involves the Director and you feel unable to discuss it with them you may write to the Chair of the Board of Trustees at Nafsiyat's address. The letter and envelope should be marked private and confidential and then it will be forwarded to the Chair unopened.

The Chair will normally acknowledge your letter within five working days and respond within 28 days. During this time the Chair will consider and investigate your complaint and will answer your letter in writing. The letter will contain an invitation to meet with the Chair in the event of you being dissatisfied with the Chair's written response.

If we have not heard from the complainant after a 2-month period, we will assume that the complainant is satisfied and the complaint will be closed.

**What if I am still not satisfied?**

If you remain dissatisfied having followed the Complaints Procedure thus far, you can ask the Chair for your complaint to be considered again by a small Review Panel consisting of other members of the Trustees.

You will be notified in writing about the time and place of this meeting at least ten days beforehand so that you may attend. You will be able to bring a relative or a friend or any other representative with you if you wish.

The review panel will let the Board of Trustees know its recommendations within seven days. A special meeting of the management committee will be set up and they will let you know their decision within 28 days.

**Document revision history**

<b>Reviewed and updated by:</b> Adam Weatherhead
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