

Complaints Procedures

Al-Mizan Charitable Trust aims to provide the highest standard of service to members of the public. If at any point you are dissatisfied with the service you have received, we have outlined the following policy to ensure that your grievance is addressed fully and efficiently in a respectful manner.

Your complaint may refer to a number of general issues:

- We have failed to respond to your enquiry efficiently;
- We have provided you with inaccurate information;
- We have not treated you with respect;
- We have discriminated against you in some form or another.

Whilst some applicants may understandably be disappointed that their application for funding has not been successful, the decision reached by our Grants Review Panel is final. Every application which is rejected is accompanied by an explanation as to why the Grants Review Panel decided not to fund your case. From time to time, many worthy applications will be rejected simply because our funds are finite and we cannot fund all the cases which are referred to us.

However, we will review your application if you can demonstrate that:

- We have failed to take into consider a significant aspect of your application;
- We have misunderstood the nature of your application;
- We have contravened one or more of our published policies or application guidelines.

Making a Complaint

If you are dissatisfied with the service you have received, you should initially direct your misgivings directly with the member of staff concerned. If you are not content with the response you have received you should address your complaint in writing, either by email or letter, to the Director who will personally respond to your complaint. You should receive a formal response to your complaint within 15 working days, following acknowledgement of receipt of your complaint. All complaints are covered by our confidentiality policy.

If you are still not satisfied with the response you have received from the Director of the Trust, you should address your complaint to the Complaints Officer. The Complaints Officer is independent of the Trust, but is given authority by the Board of Trustees to access all our records and policies. You should contact the Complaints Officer in writing, by letter, including a day-time telephone number.

Ms Layli Uddin
Independent Complaints Officer
2 Burlington Gardens
London
W3 6BA

All letters address to the Complaints Officer are left sealed and forwarded directly to the individual. Depending on any ensuing investigation, you should receive a response from the Complaints Officer within 30 working days. The Complaints Officer will report the outcome of any investigation, and any recommendations, directly to the Board of Trustees.

The decision of the Complaints Officer is final.

Comments & Suggestions

We welcome your comments and suggestions, particularly in relation to our grants policy and our application procedure. As an organisation committed to the service of those in need, we are keen to consider new ways of better serving our charitable objectives.

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